Manitoba Seniors' Guide 2002/2003

Information on a wide range of resources for older Manitobans

Manitoba
Seniors Directorate

Manitoba Seniors Directorate

- Established as a provincial government department in 1988
- Is a central point of contact within government for seniors, their families and seniors organizations
- Provides leadership within government to create an environment for all Manitoba seniors that promotes:
    - o Health
    - o Independence
    - o Well-being

For information on the Manitoba Seniors Directorate, call:

Seniors Information Line: 945-6565

Outside Winnipeg: 1-800-665-6565

Fax: 948-2514

Website: www.gov.mb.ca/sd

Manitoba
Seniors Directorate

102-05558/

MESSAGES

Minister's Message

As Minister responsible for Seniors, I am pleased that the newest edition of the Manitoba Seniors' Guide is now available to the public. This publication is a valuable source of information for seniors. It covers a wide range of topics such as seniors' organizations, housing, health care, fitness, safety, security and more.

The goal of this guide is to provide practical, accurate and relevant information for seniors, families and professionals who work with older Manitobans. I am confident that the 2002 edition of the guide achieves this goal. It is important that older Manitobans keep informed about the many programs and services available to them. This helpful booklet delivers this information in an easy-to-read, well-designed format.

I applaud the Manitoba Council on Aging for producing the Manitoba Seniors' Guide. I encourage all seniors to consult this publication for comprehensive, current information on seniors' resources throughout the province.

Diane McGifford
Minister responsible for Seniors

Message from the Chair

The Manitoba Council on Aging is pleased to once again produce the Manitoba Seniors' Guide. Those familiar with this publication will find that the 2002 edition of the guide delivers all of the reliable up-to-date information they have come to expect. New readers will discover a valuable source of information about seniors programs and services available in Manitoba.

The guide covers important topics such as seniors' organizations, housing, independent living supports, health care services, counselling and emergency services, fitness and recreation, legal rights and resources for new Canadian seniors.

Statistics show that as the world's population ages, Canada's senior population is among the fastest growing. Today's seniors are living longer than ever before, in better health and with increased vitality. They have more free time to devote to recreation, volunteering and hobbies. The 2002 Manitoba Seniors' Guide provides seniors with the information they need to continue enjoying these pursuits.

On behalf of the Manitoba Council on Aging, I express thanks to the Seniors Directorate and all involved in development and publication of the Manitoba Seniors' Guide.

Murray Smith
Chair, Manitoba Council on Aging

WE NEED YOUR HELP

To help us improve future editions, we need to know how useful the ***Manitoba Seniors' Guide*** is for you.
Please fill out this questionnaire and mail or fax it to:

Manitoba Seniors Directorate
822-155 Carlton Street
Winnipeg, Manitoba R3C 3H8

Fax: (204) 948-2514

1. How would you rate this Guide as a source of information for seniors?

Excellent ☐ Good ☐ Fair ☐ Poor ☐

2. Would you recommend the Guide to others?

Yes ☐ No ☐

3. How often do you use the Guide?

Every day ☐ Every Week ☐ Once a Month ☐ Once a Year ☐

4. Why do you use the Guide? (You may check more than one reason).

Housing ☐ Government Programs ☐ Health Services ☐ Social Activities ☐

Other (please specify) _____

5. How did you receive the Guide? I received the Guide from...

Seniors Directorate ☐ Seniors Centre ☐ Support Services ☐

Seniors Fair ☐ Health Centre ☐

Other (Please specify) _____

6. Do you have any suggestions for how the Guide may be improved?

_____

_____

_____

_____

7. Are you: Aged 50-64 ☐ Aged 65-75 ☐ Aged 75+ ☐

Family Member ☐ Seniors Organization ☐

Other (Please specify) _____

Thank You

TABLE OF CONTENTS

Information	6
Seniors Organizations	11
Financial Benefits	22
Housing	29
Services And Supports For Independent Living	34
Health Care Services	41
Counselling And Emergency Services	55
Health And Chronic Disease Resources	60
Legal And Consumer Rights	65
Fitness And Recreation	71
Resources For Newcomer Seniors	74
Index	77

Manitoba Council on Aging

The Manitoba Council on Aging serves in an advisory capacity to the Minister responsible for Seniors, offering advice to government on issues, concerns and needs of seniors and the aging process.

The Council has the following terms of reference:

- to identify areas of opportunity for government in adapting programs, policies, and institutions to accommodate the changing age structures of Manitoba's population;
- to increase public knowledge and understanding of the aging process and its implications for all age groups in Manitoba;
- to review projects, programs, proposals and problems related to aging and the aging of the population as referred to the Council by the Minister responsible for Seniors; and
- to provide for a public consultation process through appropriate meetings with relevant organizations, groups and individuals to fulfill its assignments as requested by the Minister responsible for Seniors.

For further information about the Manitoba Council on Aging, call or write to:

Manitoba Council on Aging
822 - 155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: 945-2127
Toll-free: 1-800-665-6565

Manitoba Seniors Directorate

The Manitoba government has a strong commitment to seniors to ensure that services and information are easily accessible.

The Directorate promotes the interests of seniors by ensuring policies, programs and services are sensitive to seniors' needs and concerns. It provides a central source of information and referral for seniors and their families, seniors' organizations and government departments. The Directorate coordinates a mutlidisciplinary approach to addressing elder abuse; develops parnerships with other government departments, community groups and the private sector; and provides policy and administrative support to the Council on Aging in the exploration of aging issues. For more information contact:

Manitoba Seniors Directorate
822 - 155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: 945-2127
Toll-free: 1-800-665-6565
Web site: www.gov.mb.ca/sd
Fax: 948-2514

Seniors Information Line

The Seniors Information Line is designed to provide seniors with easy access to government departments, programs and information on issues affecting seniors.

The Seniors Information Line enables seniors to call and have concerns and questions handled promptly by the Seniors Directorate.

In Winnipeg: 945-6565
Toll-free: 1-800-665-6565

Citizens' Inquiry Service

Have you ever wanted to contact the provincial government, but weren't sure where to direct your inquiry? Citizens' Inquiry Service, the Government of Manitoba's bilingual information and referral service will help you identify and access which provincial program or service you need.

Take the frustration out of accessing provincial government services by contacting Citizens' Inquiry Service and let us work out whom you need to contact.

Tel: (204) 945-3744
Fax: (204) 945-4796
Toll Free in Manitoba:
1-800-282-8060
Telecommunications Device for the Deaf:
(204) 945-4796
E-mail: cis@gov.mb.ca
Web site: www.gov.mb.ca/help-answerdesk.html
Hours:
Monday to Friday
8:00 a.m. – 4:30 p.m.

Centre de ressources communautaire

The Centre de ressources communautaire (CRC - Community resource centre) distributes information to all persons, no matter where they live or which language they speak, who are interested in the French aspects of life in Manitoba. The CRC also offers information and referral services to support bilingual Manitobans seeking work, and to assist employers looking for bilingual personnel. Moreover, the CRC offers information and referral services to Francophones of 55 years of age and over.

Centre de ressources communautaire
215-383 Provencher Blvd.
St. Boniface, MB R2H 0G9
Phone: 233-ALLÔ (2556)
Toll-free: 1-800-665-4443
E-mail: crc@sfm-mb.ca
Web site: www.sfm-mb.ca

CONTACT Community Information

CONTACT Community Information is a community information referral service, which refers Manitobans to social services and programs available through health, educational, cultural and recreational resources in the province of Manitoba.

CONTACT operates a free, confidential inquiry line Monday to Friday, 9:00 a.m. - 4:30 p.m., publishes Community Resource Guides containing information on community agencies and programs, and provides the same community service information via their web site.

CONTACT Community Information
Suite 410, 5 Donald Street S.
Winnipeg, MB R3L 2T4
Phone: (204) 287-8827
Toll-free: 1-866-266-4636
Fax: (204) 287-8785
E-mail: projectvcw@mb.sympatico.ca
Web site: www.contactmb.org

Congratulatory Messages

The Greetings Branch of the Manitoba Legislative Assembly is the central office for all congratulatory messages. Contact the Greetings Branch for information about which birthdays and anniversaries are eligible to receive congratulatory messages.

Province of Manitoba
Greetings Branch
Room 244 Legislative Building
450 Broadway
Winnipeg, MB R3C 0V8
Phone: 945-1657
Toll-free: 1-800-282-8069
Fax: 945-1443
E-mail: greeting@leg.gov.mb.ca

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581 ST. MARY'S ROAD, ST. VITAL (Junction of St. Mary's & St. Anne's) 233-2550

Messages from mayors and reeves may be arranged by contacting their respective offices. Religious messages may be arranged through your local clergy.

Provincial Archives of Manitoba

The Provincial Archives holds records from the courts, many provincial government programs, local governments, school authorities, and religious organizations, which may be helpful in establishing proof of age for obtaining social and financial benefits or for searching family history. The Archives also has extensive records in various media donated by individuals, businesses and organizations from Manitoba's earliest days, including records of the Hudson's Bay Company dating back to the year 1670.

Provincial Archives of Manitoba
200 Vaughan Street
Winnipeg, MB R3C 1T5
Phone: 945-3971
Toll-free: 1-800-617-3588
Web site:
www.gov.mb.ca/archives

LIBRARY SERVICES

Manitoba Legislative Library

The library holds extensive collections of books, government publications and journals, emphasizing subject areas such as political and social sciences, economics, public administration and management, law and legislation, and Manitoba history.

The Legislative Library operates two locations where members of the Legislative Assembly, Manitoba government personnel and the general public may access its resources and services.

Main Library
200 Vaughan Street
Winnipeg, MB R3C 1T5
Phone: 945-4330
Fax: 948-1312
E-mail: legislative_library
@gov.mb.ca
Web site: www.gov.mb.ca/chc/
leg-lib/index.html

Legislative Reading Room
Room 260, Legislative Bldg.
450 Broadway
Winnipeg, MB R3C 0V8
Phone: 945-4243
Fax: 948-2167
E-mail: reading@leg.gov.mb.ca

Other Library Services

Public Libraries are lending libraries offering books, magazines, multilingual materials, CD roms, Internet access, talking books, large print books, audio visual materials, phone in reference, homebound delivery and many other services.

In Winnipeg
Winnipeg Public Library
Phone: 986-6450
TTY: 986-3485
Fax: 942-5671
Web site:
wpl.city.winnipeg.mb.ca

Outside Winnipeg
Public Library Services
Toll-free: 1-800-252-9998
E-mail: pls@gov.mb.ca
Web site:
http://maplin.gov.mb.ca

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wpl.city.winnipeg.mb.ca

The Metis Resource Centre

The Metis Resource Centre has a Metis genealogy service culture and history-based non-lending library, which is open to those who are interested in coming down for a visit. For more information, contact:

The Metis Resource Centre
506 - 63 Albert Street
Winnipeg, MB R3B 1G4
Phone: 956-7767
E-mail: metisrc@mb.sympatico.ca
Web site:
www.metisresourcecentre.mb.ca

TRAVEL INFORMATION

Canadian Elderhostel and Other Programs
Routes to Learning Canada
4 Cataraqui Street
Kingston, ON K7K 1Z7
Phone (Prairie Regional Office):
1-403-949-2165
Web site: www.elderhostel.org

Tourist Information Services

Manitoba Legislative Building
101 - 450 Broadway
Winnipeg, MB R3C 0V8
Phone 945-5813
Toll-free: 1-800-665-0040
(ext. 5813)

Travel Manitoba Centre
21 Forks Market Road
Winnipeg, MB R3C 4T7
Phone: 945-3777
Toll-free: 1-800-665-0040
Across North America

Heritage Information

There are four publications available at the Historic Resources Branch that can provide information on provincial and municipal heritage sites:

- Manitoba Heritage Site Designations and Heritage Building Grants;
- Manitoba Heritage Council Commemorative Plaques;
- Museums in Manitoba;
- Manitoba Explorer's Guide.

For more information, contact:

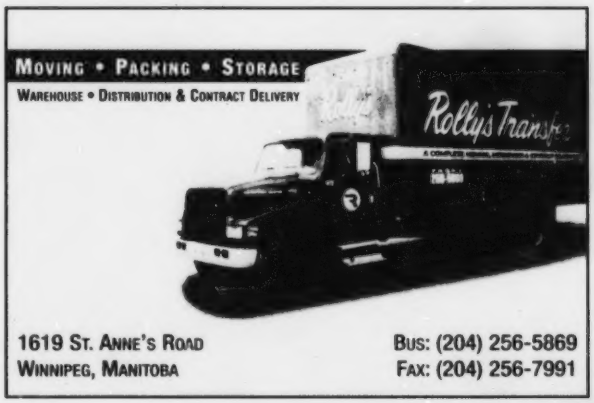
Manitoba Culture, Heritage and Tourism
Historic Resources Branch
Main Floor,
213 Notre Dame Avenue
Winnipeg, MB R3B 1N3
Phone: 945-2118
Toll-free: 1-800-282-8069
Fax: 948-2384
E-mail: jwachs@gov.mb.ca
Web site:
www.gov.mb.ca/chc/hrb

RESEARCH

Centre on Aging

The Centre on Aging is a multidisciplinary research centre at the University of Manitoba. Its purpose is to conduct and stimulate research on all aspects of aging, as well as provide a focus for university and other regional research activities in this field.

The Centre on Aging publishes a newsletter (available on request) and sponsors lectures and seminars. It hosts an annual spring research symposium to promote a dialogue on various aspects of aging. For further information, contact:



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338 Isbister Building
University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 474-8754
Toll-free: 1-800-432-1960,
ext. 8754
E-mail: aging@umanitoba.ca

Manitoba Association on Gerontology

The Manitoba Association on Gerontology (MAG) offers a means for individuals from a variety of disciplines to meet and cooperatively address common issues in the field of gerontology. Our members are committed to sustaining the social values and philosophy which strengthen and advance human dignity and personal fulfillment during the course of aging. For further information, please contact:

Manitoba Association on Gerontology
Box 1833
Winnipeg, MB R3C 3R1
Phone: 783-8389
(to leave messages only)

NEWSPAPERS

Manitoba Society of Seniors Journal

The MSOS Journal, primarily for people 55-plus, is the official publication of the Manitoba Society of Seniors Inc. and is published monthly. Inquiries or submissions to the MSOS Journal should be addressed to the editor:

MSOS Journal
202 - 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 942-3147
Toll-free: 1-800-561-6767

The Prime Times News

The Prime Times News is published on the 1st and 15th of each month. The newspaper is dedicated to inform, serve and entertain Manitobans aged 50 and over. For information, call:

The Prime Times News
202 - 63 Albert Street
Winnipeg, MB R3B 1G4
Phone: 949-4810

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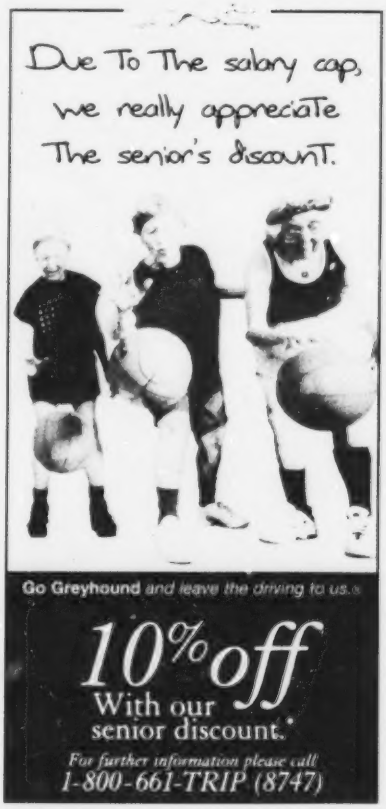

SENIORS ORGANIZATIONS

Manitoba Society of Seniors Inc.

Manitoba Society of Seniors Inc. (MSOS) is a non-profit provincial organization created and operated by and for Manitobans 55 years of age and over. Its mission is to represent the interests of older adults in Manitoba and to promote a healthy lifestyle to seniors on behalf of the interests and welfare of older persons. It presents the views of seniors to government, to media and to professional and business groups.

Membership includes a wide range of benefits and services such as assistance with income tax preparation, financial counselling, travel services, referral to legal services, the 55 Plus Games and a walking program. For more information, contact:

Manitoba Society of Seniors
202 - 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 942-3147
Toll-free: 1-800-561-6767
Fax: 943-1290
E-mail: msos@msos.mb.ca
Web site: www.msos.mb.ca

La Fédération des aînés franco-manitobains inc.

La Fédération des aînés franco-manitobains inc. represents and protects the interests of Francophones aged 55 years and over while contributing to the development of the community. Primary actions are lobbying, communication, promotion, and community development.

La Fédération des aînés
franco-manitobains inc.
212 - 383 Provencher Blvd.
St. Boniface, MB R2H 0G9
Phone: 235-0670
Toll-free: 1-800-665-4443
Fax: 233-1017
E-mail: jdesjard@
franco-manitobain.org
Web site: www.franco-manitobain.org/sfm/crc/volet_55.html

Creative Retirement Manitoba

Creative Retirement promotes the health and well-being of individuals and communities through developing and offering innovative learning opportunities with and for older persons.

Programs include:
- courses, lecture series, workshops, seminars (art, literature, personal development, fitness, health, music, leisure time activities, special events);
- 55 Alive Driving Safety for Seniors;
- public education on seniors and aging;
- computer courses, consultations and information;
- retirement preparation and adjustment workshops;
- senior volunteers in schools;
- performing and service groups.

Creative Retirement Manitoba
202 - 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 949-2565
E-mail: denesiuk@crm.mb.ca
Web site:
http://www.seniorscan.ca

Senior Centres

Senior Centres are multi-service organizations aiming to support personal growth and independence, and encourage involvement in and with the community. Each senior centre attempts to respond to the needs and interests of older persons in their locality. Programs may include education, health, nutrition, fitness, recreation, creative arts, advocacy, leadership development, legal advice, personal counselling and other support services. Centres also serve as community resources for information on aging.

Age and Opportunity

Age and Opportunity operates six senior centres in Winnipeg, which provide a variety of health-related, educational, recreational programs and on-site social work counselling. Other services include resources for caregivers, retirement planning, legal assistance and Friendly Visiting Services. For more information, contact:

Age and Opportunity
200 - 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440
E-mail: agenoppo@
ageopportunity.mb.ca
Web site:
www.ageopportunity.mb.ca

Age and Opportunity Senior Centres

NorWin 55+ Active Living Centre
472 Selkirk Avenue
Winnipeg, MB R2W 2M7
Phone: 582-2329

NorWin 55+ Active Living Centre
817 Main Street
Winnipeg, MB R2W 5J2
Phone: 942-7486

St. Vital/St. Boniface Senior Centre
613 St. Mary's Road
Winnipeg, MB R2M 3L8
Phone: 956-9750

Smith Street Senior Centre
2nd Floor, 185 Smith Street
Winnipeg, MB R3C 3G4
Phone: 956-6480

Stradbrook Senior Centre
400 Stradbrook Avenue
Winnipeg, MB R3L 2P8
Phone: 475-9150

West End Senior Centre
644 Burnell Street
Winnipeg, MB R3G 2B7
Phone: 772-9581

Other Winnipeg Senior Centres

Gwen Secter Creative Living Centre
1588 Main Street
Winnipeg, MB R2V 1Y3
Phone: 339-1701
Fax: 334-3779
Email:
gwensect@mb.sympatico.ca
Web site: www3.mb.
sympatico.ca/~gwensect

Good Neighbours Seniors Centre
755 Henderson Highway
Winnipeg, MB R2K 2K5
Phone: 669-1710
Fax: 661-0750
E-mail: gnsc@mts.net

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2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 987-8850
Fax: 987-8856
E-mail: kpirnie@stjasc.mb.ca
Web site:
http://communities.msn.com/StJamesAssiniboiaSeniorCentre

Stay Young Centre
Rose & Max Rady Jewish Community Centre
B100 - 123 Doncaster Street
Winnipeg, MB R3N 2B3
Phone: 477-7545
Fax: 477-7530

Charleswood Senior Centre
Room 5
Royal School
450 Laxdal Road
Winnipeg, MB R3R 0W4
Phone: 897-5263

Senior Centres Outside Winnipeg

Brandon Civic Senior Citizens Inc.
Prairie Oasis Senior Centre
241 - 8th Street
Brandon, MB R7A 3X2
Phone: 727-6641
Fax: 725-0669

Seniors for Seniors Co-op Inc.
311 Park Avenue East
Brandon, MB R7A 7A4
Phone: 571-2050
Fax: 726-4691
E-mail: sfors@westman.wave.ca

Dauphin Multi-Purpose Senior Centre
55 - 1st Avenue South East
Dauphin, MB R7N 2A2
Phone: 638-6485
Fax: 638-6874
E-mail: dsc_admin@mts.net or dsc_progs@mts.net

Gimli 55+ Centre
Box 1821
Gimli, MB R0C 1B0
Phone: 642-7909
Fax: 642-5156

Morden Friendship and Seniors Services and Activity Centre
306 North Railway Street
Morden, MB R6M 1S7
Phone: 822-3555
Fax: 822-4822

Herman Prior Senior Services Centre Inc.
40 Royal Road North
Portage la Prairie, MB R1N 1V1
Phone: 857-6951

Gordon Howard Senior Centre
384 Eveline Street
Selkirk, MB R1A 1N3
Phone: 785-2092
Fax: 785-2095

CENTRAL PARK LODGES

ABOUT US

Central Park Lodges is a leading Canadian health care company providing long-term care services to seniors in Manitoba through the ownership and management of five personal care homes in the Winnipeg area and one in the Brandon area. We are committed to setting the standard for high quality care in this health sector. Our goal is to create an environment where our Residents can live to their fullest potential with professional care, support and a compassionate environment. Our success is based on the individual efforts of our employees and the dedication skill and professionalism they bring to their jobs. Each facility is unique and provides a range of services and programming options.

If you require any additional information regarding the services that we offer, please feel free to contact us.

Beacon Hill Lodge (175 beds)
190 Fort Street
Winnipeg, MB R3C 1C9
Phone (204) 942 – 7541

Charleswood Care Centre (155 Beds)
5501 Roblin Blvd
Winnipeg MB R3R 0G8
Phone (204) 888 - 3363

Heritage Lodge (86 Beds)
3555 Portage Ave.
Winnipeg, MB R3K 0X2
Phone (204) 888 – 7940

Parkview Place (277 Beds)
440 Edmonton St.
Winnipeg, MB R3B 2M4
Phone (204) 942 - 5291

Poseidon Care Centre (218 Beds)
70 Poseidon Bay
Winnipeg, MB R3M 3E5
Phone (204) 452 – 6204

Valleyview (89 beds)
3015 Victoria Ave.
Brandon, MB R7A 2B1
Phone (204) 728 - 2030

Contact: Marion Pringle, Regional Director, Manitoba
70 Poseidon Bay WPG, MB R3M 3E5
Phone (204) 452-6204 Fax (204) 269-1558
E-mail marionpringle@cplcanada.com

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304 - 2nd Street
Steinbach, MB R0A 2T2
Phone: 326-5964
Fax: 320-9098
E-mail: ssinc@mb.sympatico.ca

Winkler and District
Multi-Purpose Senior Centre
Box 653
394 - 6th Street
Winkler, MB R6W 4A8
Phone: 325-8964

Circle of Life Thunderbird House

Thunderbird House is the outcome of a dynamic community vision and one part of a broader development called Neeginan ("our place"). This Aboriginal Centre offers various programs and services such as Powwow instruction, traditional dancing, chanting, drumming, Bible study, and Women's group. Family and individual counselling is also available. Other Workshops and Special Programs are offered on a regular basis. All people and cultures are invited to share in the programs offered. For further information, contact:

Circle of Life Thunderbird House
715 Main Street
Winnipeg, MB R3B 3N7
Phone: 940-4240
Fax: 940-4243
Web site:
www.thunderbirdhouse.com
E-mail: thunderbirdhouse2
@govideon.net

Community Seniors Resource Councils (Support Services to Seniors)

Many communities, in an effort to assist seniors to remain living independently as long as possible, have established community resource councils. The councils act as a point of access for information and referral, as well as identify and develop new services needed for seniors at the local level. These services may include:

- congregate meals;
- friendly visitors;
- cleaning and home maintenance;
- transportation;
- safety checks (daily hello);
- emergency response programs.

For more information, contact the community resource council nearest you.

Brandon Region

Seniors for Seniors Co-op Inc.
311 Park Avenue East
Brandon, MB R7A 7A4
Phone: 571-2050
Fax: 726-4691
E-mail: sfors@westman.wave.ca

Marquette Region

Seniors Services of Banner County Inc.
P.O. Box 131
Binscarth, MB R0J 0G0
Phone: 532-2134
Fax: 532-2468

Carberry Plains Services for Seniors
Box 597
Carberry, MB R0K 0H0
Phone: 834-3310
Fax: 834-2795

Erickson-Onanole Services to Seniors
Box 97
Erickson, MB R0J 0P0
Phone: 636-7895
Fax: 636-2516

Support Services to Seniors, Foxwarren
Box 44
Foxwarren, MB R0J 0R0
Phone/Fax: 847-2080

Hamiota Seniors Council Inc.
Box 671
Hamiota, MB R0M 0T0
Phone: 764-2658
Fax: 764-2049

Woodworth Seniors Services
Box 64
Kenton, MB R0M 0Z0
Phone: 838-2169
Fax: 838-2000

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Phone 233-3262

Miniota Municipal Services to Seniors & Parkissimo Lodge Inc.
Box 213
Miniota, MB R0M 1M0
Phone: 567-3625
Fax: 567-3807

Minnedosa and District Services to Seniors
Box 1844
Minnedosa, MB R0J 1E0
Phone: 867-5190
Fax: 867-3641

Home Assistance in Neepawa and District Inc. (HAND)
Box 1852
Neepawa, MB R0J 1H0
Phone: 476-2009
Fax: 476-2188

Senior Services of Rivers-Rapid City and District Inc.
Box 215
Rapid City, MB R0K 1W0
Phone: 826-2732

Senior Services of Rivers-Rapid City and District Inc.
Box 809
Rivers, MB R0K 1X0
Phone: 328-7901

Rossburn and District Services for Seniors
P.O. Box 418
Rossburn, MB R0J 1V0
Phone: 859-2720
Fax: 859-2959

Seniors Services of Banner County Inc.
Box 1073
Russell, MB R0J 1W0
Phone/Fax: 773-2316

Senior Services of Prairie-Parkland Inc.
Box 543
Shoal Lake, MB R0J 1Z0
Phone/Fax: 759-2195

Senior Services of Prairie-Parkland Inc.
Box 116
Strathclair, MB R0J 2C0
Phone/Fax: 365-2012

Burntwood Region

Thompson Seniors Resource Council
424 Westwood Drive
Thompson, MB R8N 0G9
Phone: 677-9676
Fax: 677-9990

(North) Central Region

Cartier Senior Citizens Support Committee Inc.
Box 215
Elie, MB R0H 0H0
Phone: 353-2470
Fax: 353-2209

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Exchange District
(204) 944-7460

Calgary
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3630 Brentwood Rd.
(403) 220-1118

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Gladstone and Area Seniors Support Program-Gladstone
Box 757
Gladstone, MB R0J 0T0
Phone: 385-3026
E-mail: gassp@mb.sympatico.ca

Headingley Senior Services Incorporated
5765 Portage Avenue
Headingley, MB R4H 1E7
Phone: 832-1444
Fax: 831-7207

MacGregor-Austin Seniors Support Program
Box 717
MacGregor, MB R0H 0R0
Phone: 685-2083
Fax: 685-2983

Portage Services for Seniors Inc.
1643 Saskatchewan Avenue W.
Portage la Prairie, MB R1N 0R4
Phone: 239-1453
Fax: 857-9080
E-mail:
PSFSeniors@mb.sympatico.ca

(South) Central Region

Rhineland CARE
Box 697
Altona, MB R0G 0B0
Phone: 324-1528
Fax: 324-5694

Carman Community Seniors Resource Council
Box 160
Carman, MB R0G 0J0
Phone/Fax: 745-6611
E-mail:
carmanseniors@ mb.sympatico.ca

Pembina Community Resource Council
Box 129
Manitou, MB R0G 1G0
Phone: 242-2744
Fax: 242-3062
E-mail: pcrc@mb.sympatico.ca

Morden Services for Seniors Inc.
306 North Railway Street
Morden, MB R6M 1S7
Phone/Fax: 822-5663
E-mail: kdyck@mb.sympatico.ca

Morris Area Senior Services
Box 997
Morris, MB R0G 1K0
Phone: 746-6336
Fax: 746-8299

Louise Community Services
Box 232
Pilot Mound, MB R0G 1P0
Phone: 825-2443
Fax: 825-2176
E-mail: louisecs@mts.net

Lorne Community Support Services
Box 40
Swan Lake, MB R0G 2S0
Phone: 836-2585

Winkler and District Multi-Purpose Senior Centre Inc.
Box 653
Winkler, MB R6W 4A8
Phone: 325-8964
E-mail: wsc@valleycable.com

(North) Eastman Region

Two Rivers Seniors Resource Council Inc.
Box 1030
Lac du Bonnet, MB R0E 1A0
Phone: 345-1227
Fax: 345-8609

Springfield Services to Seniors
Box 103 - 689 Main Street
Oakbank, MB R0E 1J1
Phone: 444-6128
Fax: 444-7851

Winnipeg River Resource Council Incorporated
Box 1109
Pine Falls, MB R0E 1M0
Phone: 367-9128
Fax: 367-8981

Helping Eastlake People Centre
Box 115
Victoria Beach, MB R0E 2C0
Phone/Fax: 756-6471

Two Rivers Seniors Resource Council Inc.
Box 160
Whitemouth, MB R0E 2G0
Phone: 348-4610
Fax: 348-7911

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(South) Eastman Region

Niverville Senior Services
Box 14
Niverville, MB R0A 1E0
Phone: 388-9945

R.M. of De Salaberry Seniors Resource Program
Box 187
St. Malo, MB R0A 1T0
Phone: 347-5652
Fax: 347-5901
E-Mail: crem@escape.ca

Senior Service pour Aînées
Box 252
St. Pierre-Jolys, MB R0A 1V0
Phone: 433-3276
Fax: 433-3884

LGD of Piney Community Resource Council Inc.
Box 24
South Junction, MB R0A 1Y0
Phone: 437-2604
Fax: 437-2198

Serving Seniors Inc.
Box 20574
Steinbach, MB R0A 2T2
Phone: 326-4499
Fax: 320-9098
E-mail: ssinc@sympatico.ca

Vita and District Resource Council Inc.
Box 361
Vita, MB R0A 2K0
Phone: 425-3701
Fax: 425-7975
E-mail vdrc@escape.ca

*The following have tenant resource coordinators for their complex only:

Villa Youville Inc.
Ste. Anne, MB
Phone: 422-5624

Fernwood Place
(Steinbach Housing Inc.)
Steinbach, MB
Phone: 326-2547

Woodhaven Manor
Steinbach, MB
Phone: 346-0126

Parkview Complex
Steinbach, MB
Phone: 326-5399

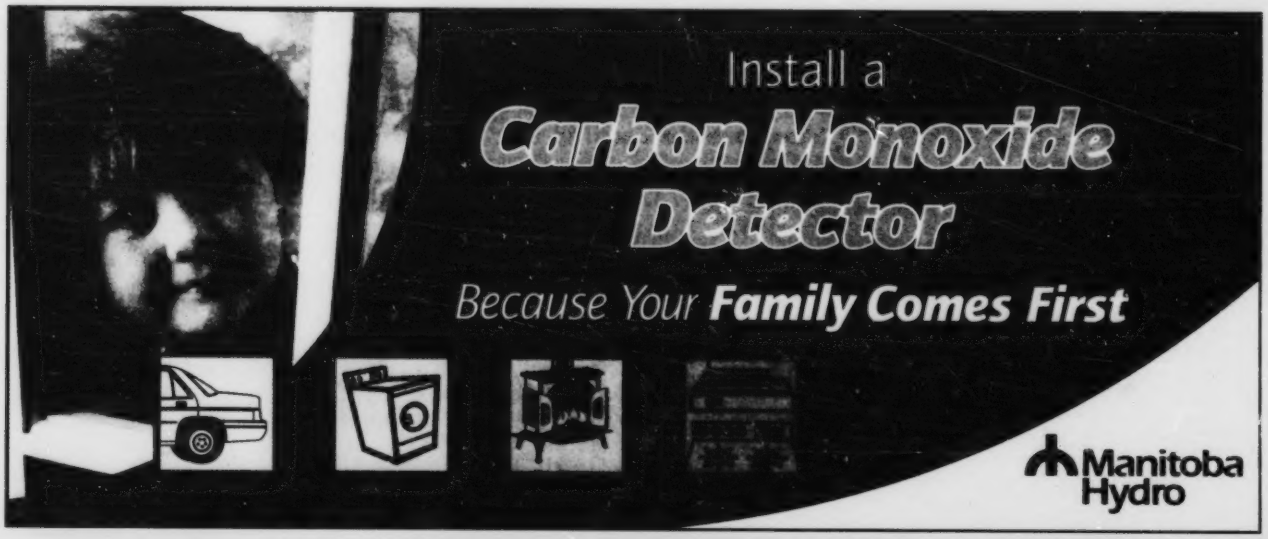
Interlake Region

Arborg and District Seniors Resource Council
Box 935
Arborg, MB R0C 0A0
Phone: 376-3494
Fax: 376-5379

Living Independence for Elders - LIFE
Box 684
Ashern, MB R0C 0E0
Phone: 768-2187
Fax: 768-2961
E-mail:
lifeash@mb.sympatico.ca

Eriksdale Community Resource Council Inc.
Box 382
Eriksdale, MB R0C 0W0
Phone: 739-2697
Fax: 739-2073

Fisher Branch Seniors Resource Council
Box 274
Fisher Branch, MB R0C 0Z0
Phone: 372-8703 ext. 315
Fax: 372-8710



Gimli Seniors Resource Council Inc.
Box 1928
Gimli, MB R0C 1B0
Phone: 642-7297
Fax: 642-4604
E-mail: gsrc@escape.ca

Lundar Community Resource Council
Box 90
Lundar, MB R0C 1Y0
Phone: 762-5378
Fax: 762-5177

Riverton Seniors Resource Program
Box 359
Riverton, MB R0C 2R0
Phone: 378-2534
Fax: 378-5705
Toll Free: 1-888-414-0606

St. Laurent Senior Resource Council Inc.
Box 308
St. Laurent, MB R0C 2S0
Phone: 646-2504 ext. 227
Fax: 646-2394

Gordon Howard Support Services
384 Eveline Street
Selkirk, MB R1A 1N3
Phone: 785-2737
Fax: 785-2095

South Interlake Seniors Resource Council Inc.
Box 36
Stonewall, MB R0C 2Z0
Phone: 467-2719
Fax: 467-2647

Teulon and District Seniors Resource Council
Box 418
Teulon, MB R0C 3B0
Phone: 886-2570
Fax: 886-2778
E-mail: tdsrc@escape.ca

Parkland Region

Dauphin and District Services for Seniors
#3 - 17 - 3rd Avenue N.E.
Dauphin, MB R7N 0Y5
Phone: 638-9733
Fax: 638-9389
E-mail: seniors@mts.com

Grandview and District Community Resource Council
Box 235
Grandview, MB R0L 0Y0
Phone: 546-2085

McCreary Support Service to Seniors/People Helping People
Box 521
McCreary, MB R0J 1B0
Phone: 835-2782
Fax: 835-2713

Roblin and District Community Help Centre Inc.
Box 1417
Roblin, MB R0L 1P0
Phone: 937-8276
Fax: 937-8892

Lawrence Resource Council
Box 41
Rorketon, MB R0L 1R0
Phone: 732-2892
Fax: 732-2557
(call before faxing)

Ste. Rose and District Community Resource Council
Box 624
Ste. Rose du Lac, MB
R0L 1S0
Phone: 447-2478
Fax: 447-2278

Swan River and District Community Resource Council
Box 2641
Swan River, MB R0L 1Z0
Phone/Fax: 734-5707

(South) Westman Region

Seniors Independent Services
Box 97
Baldur, MB R0K 0B0
Phone: 535-2538

Seniors Independent Services
Box 297
Belmont, MB R0K 0C0
Phone/Fax: 537-2642

Services for Seniors of Turtle Mountain Area Inc.
Box 962
Boissevain, MB R0K 0E0
Phone: 534-6816

Seniors Services of Roblin-Cartwright
Box 275
Cartwright, MB R0K 0L0
Phone: 529-2590

Seniors Outreach Services of Bren-Win Inc.
Box 392
Deloraine, MB R0M 0M0
Phone: 747-3283
Fax: 747-2883

Seniors Access to Independent Living Inc. (SAIL)
Box 70
Elkhorn, MB R0M 0N0
Phone: 845-2011
Fax: 845-2605

Seniors Independent Services
Box 639
Glenboro, MB R0K 0X0
Phone: 827-2703
Fax: 827-2553

Seniors Organized Services of Souris Valley Inc. (SOS)
Box 428
Hartney, MB R0M 0X0
Phone: 858-2597
Fax: 858-2373

MILES for Seniors - Maintaining Independent Living with Extended Services for Seniors
Box 40
Holland, MB R0G 0X0
Phone: 526-2249
Fax: 526-2028

Share Our Services (SOS)
c/o Tri-Lake Health Centre
Box 5000
Killarney, MB R0K 1G0
Phone: 523-3213
Fax: 523-8948

Senior Services of Antler River
Box 413
Melita, MB R0M 1L0
Phone: 522-8466
Fax: 522-3161

Senior Services of Antler River
Box 185
Pierson, MB R0M 1S0
Phone: 634-2332

Seniors Helping Hand of Alstone Inc.
Box 384
Reston, MB R0M 1X0
Phone: 877-3920

Seniors Organized Services of Souris Valley Inc. (SOS)
Box 951
Souris, MB R0K 2C0
Phone: 483-3106

Seniors Access to Independent Living Inc. (SAIL)
Box 1984
Virden, MB R0M 2C0
Phone: 748-2323
Fax: 748-2053

Seniors Outreach Services of Bren-Win Inc.
Box 104
Waskada, MB R0M 2E0
Phone: 673-2534

Seniors Independent Services (SIS)
Box 413
Wawanesa, MB R0K 2G0
Phone: 824-2670
Fax: 824-2133

Winnipeg Region

Boni-Vital Council for Seniors
Unit 6 - 845 Dakota Street
Winnipeg, MB R2M 5M3
Phone: 255-2061
Fax: 255-4903

Broadway Seniors Resource Council
319 - 691 Wolseley Avenue
Winnipeg, MB R3G 1C3
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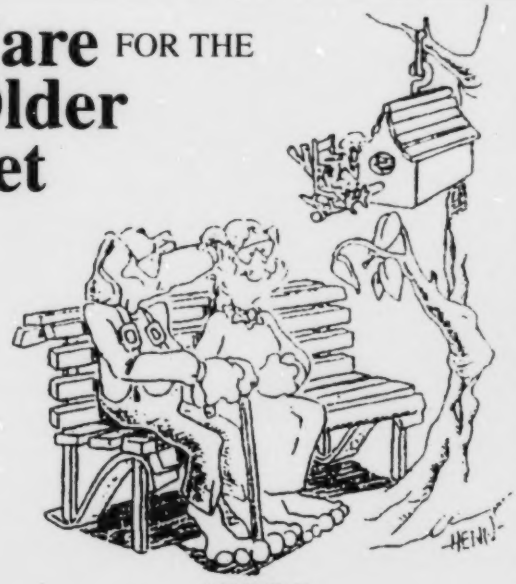
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400 PEMBINA HWY.
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452-9427

Keewatin/Inkster Neighbourhood Resource Council Inc.
1609 Elgin Avenue West
Winnipeg, MB R3E 1C4
Phone: 774-3085

Middlechurch Community Services
280 Balderstone Road
West St. Paul, MB R4A 4A6
Phone: 336-4126
Fax: 334-2503

Downtown Seniors Resource Council
425 Elgin Avenue
Winnipeg, MB R3A 1P2
Phone: 956-2566
Fax: 942-7828

North Winnipeg Community Council for Seniors Inc.
472 Selkirk Avenue
Winnipeg, MB R2W 2M7
Phone: 586-1465
Fax: 589-0554

River East Council for Seniors
755 Henderson Highway
Winnipeg, MB R2K 2K5
Phone: 667-6812
Fax: 661-0750

St. James/Assiniboia Senior Centre Inc.
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 987-8858
Fax: 987-8856

South Winnipeg Seniors Resource Council
Room 123 - Day Hospital
Riverview Health Centre
1 Morley Avenue
Winnipeg, MB R3L 2P4
Phone: 478-6169
Fax: 478-6121

Transcona Council for Seniors
328 Whittier Avenue West
Winnipeg, MB R2C 1Z8
Phone: 222-9879
Fax: 222-6252

SUPPORT AND FUNDING FOR SENIORS ORGANIZATIONS

Skills Programs for Management Volunteers

The Skills Program is designed to enhance the effectiveness of boards and committees of volunteer-based organizations. Resource people are available throughout the province to assess needs and provide consultation and training for a reasonable fee. Printed resources are also available. For more information, contact:

Recreation Consultant
Manitoba Culture, Heritage and Tourism
6th floor
213 Notre Dame Avenue
Winnipeg, MB R3B 1N3
Phone: 945-4401
E-mail: mfmitchell@gov.mb.ca

If you live outside Winnipeg, contact your regional office of Manitoba Culture, Heritage and Tourism.

726-6066 **(Westman)**
Toll-free: 1-800-259-6592
822-5418 **(Central)**
268-6018 **(Eastman)**
Toll-free: 1-800-665-6107
642-6006 **(Interlake)**
622-2022 **(Parkland)**
677-6780 **(Norman)**
627-8213 **(The Pas)**

Co-operative Development Services

Co-operative Development Services helps groups of senior citizens and/or their organizations incorporate co-operatives to meet their social and economic needs. Examples of some of the needs are housing, social, recreational or cultural clubs and services.

Co-operatives offer seniors opportunities to lead more active and rewarding lives.

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204-143 Main St.
Flin Flon, MB R3A 1K2

The Pas -
Ph: (204) 627-8244
Fax: (204) 627-8285

Flin Flon -
Ph: (204) 687-1753
Fax: (204) 687-7143

Web site: www.norman-rha.mb.ca

For more information on how your group can form a co-operative to meet your needs, please contact:

Co-operative Development Services
Industry, Trade and Mines
7th floor
155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: 945-3748
Toll-free: 1-800-282-8069
Fax: 945-2302

Population and Public Health Branch

Health Canada has adopted a population health approach to further its continuing mandate to maintain and improve the health of Canadians. Using this approach, health is described as the interaction among many factors, known as determinants of health. This approach promotes prevention and positive action on determinants that affect the health of the population as a whole, or that of specific population groups. In the later life area, Health Canada is particularly concerned about:

- addressing factors leading to illness, disability and death;
- strengthening the capacity to support healthy aging;
- enhancing personal autonomy and independence; and
- addressing concerns surrounding the end-of-life.

For more information, contact:

Population and Public Health Branch
Health Canada
391 York Avenue,
Suite 420
Winnipeg, MB R3C 0P4
Phone: 983-6574

Grants and Resources Manual

Manitoba Culture, Heritage and Tourism, Recreation and Wellness Promotion Branch publishes a grants and resources manual which identifies financial and consultative supports available from provincial and federal government departments and other organizations of interest to recreation service providers. Copies for the public may be found at all libraries in the City of Winnipeg as well as rural and northern Manitoba.

The Grants and Resources Manual is now available online at: www.gov.mb.ca/chc/grants/index.html

Manitoba Community Services Council, Inc.

The Manitoba Community Services Council (MCSC) allocates funds and bingo events to Manitoba non-profit organizations qualifying as participants under the community services umbrella. MCSC funds projects and services of recreation, health-related, community service and social service organizations.

Manitoba Community Services Council, Inc.
102 - 90 Garry Street
Winnipeg, MB R3C 4H1
Phone: 940-4450
Fax: 453-2692
E-mail: applications@mbcsc.ca

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Fax: (204) 832-9555

ADVENTIST HEALTH

HOW TO APPLY FOR BENEFITS

Proof of Age

To obtain reductions and benefits available to senior citizens, you are often expected to prove your age. This is especially important when you are applying for government pensions and benefits. A copy of your birth or baptismal certificate should be included with your application form. If these are not available, other documents are often accepted to establish age.

Birth Certificates

If you were born in Canada, you may obtain a copy of your birth certificate by writing to the Vital Statistics office in the province where you were born. Be sure to include your full name, date and place of birth, father's full name, mother's maiden name and the place of birth for both parents. Include your signature and complete mailing address, and state whether you wish the small size or large size birth certificate. In Manitoba, a $25 fee, payable to the "Minister of Finance" is required.

Applications for service may also be made at all Manitoba Land Titles Offices, throughout the province. It takes an average of about two to three weeks to process your certificate.

If you were not born in Canada, the Vital Statistics office can provide you with information on where to call or write for a foreign birth certificate. Contact:

Vital Statistics
254 Portage Avenue
Winnipeg, MB R3C 0B6
Phone: 945-3701
Service in French: 945-5500
Toll-free (within Manitoba):
1-800-282-8069

Baptismal Certificates

The church where you were baptized can supply you with a baptismal certificate. If you do not know the specific church, write the central office of your religious denomination in that city. They may have duplicate records.

Other Documents

If both your birth and baptismal certificates are unavailable, other documents may be used to establish your age. Usually, two or more of the following are required:

- family Bible or other personally kept family records;
- marriage certificate, church roll, communion or confirmation certificates;
- education documents such as school registers, diplomas, teacher's certificates;
- insurance record of government annuity contract;
- hospital or medical records, vaccination records;

- pension or superannuation records;
- employment records;
- newspaper clippings;
- public records such as assessment rolls, voter and jury lists;
- membership records in lodges, clubs and associations;
- military records;
- court records;
- census records and national registration records;
- naturalization documents, citizenship certificate, immigration record or passport.

Social Insurance Number

Any government application requests that you have a social insurance number. Application forms are available at all post offices and Human Resource Centres.

FEDERAL INCOME SECURITY PROGRAMS

Federally administered programs are described below. Information sessions are offered on Income Security Program benefits. Speakers are available on request. For further information, contact:

Human Resources Development Canada
Income Security Programs
Box 818, Station Main
Winnipeg, MB R3C 2N4
Toll-free:
1-800-277-9914 (English)
1-800-277-9915 (French)
1-800-255-4786 (TTY)

Old Age Security (OAS)

To receive OAS, you must meet the residency requirements and be over 65. You do not have to be retired. Full or partial pensions are determined by length of residency in Canada. Monthly cheques are linked to the cost-of-living index. This is taxable income. To avoid any delays in receiving benefits, you should apply six months before your 65th birthday. Old Age Security packages are available by calling the toll-free number or visit your local Human Resource Centre.

Guaranteed Income Supplement (GIS)

This federal government program ensures that every senior has a guaranteed minimum income. A GIS application will be sent to you shortly after approval of your OAS application.

Starting in 1999, most people who file an income tax return will have their supplement reviewed automatically without having to send in another form. This is not taxable income. If someone receives an application they should complete it.

The Allowance

The Allowance is paid to the spouse or common-law partner of an Old Age Security pensioner. It is paid on an income-tested basis to applicants who are 60 to 65 and have the required legal residence in Canada. The Allowance is not taxable income.

On death of the pensioner, the Allowance will be continued, based on the survivor's income, until age 65.

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2. Someone who pays tax on that interest income, or who is subject to OAS Clawback — an Insured Life Annuity may reduce your tax bill on interest income or eliminate the clawback!
3. Someone who wants a guaranteed interest income from an AAA-rated Canadian financial institution.
4. Someone who is comfortable with locking in a high guaranteed interest rate on a portion of their savings, for the rest of their life!

If you think this may be you, or you want to find out more, please phone
GPS Financial
at 982-3636 and ask for Pat or Ila, for a no-obligation quotation!
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Allowance For The Survivor

If you are a widow or widower, you may qualify for an Allowance For The Survivor. The benefit is paid on an income test to applicants who are 60 to 65 and have the required legal residence in Canada. Allowance For The Survivor is not taxable income.

Canada Pension Plan (CPP)

Retirement Pensions

The CPP retirement pension is a monthly payment to people who have contributed to the Canada Pension Plan and who are at least 60 years of age. Your retirement pension is based on how much and for how long you contributed to the Plan. You are eligible if:

- you are at least 65 years of age; or
- you are between the ages of 60 and 64 and have substantially or completely stopped working.

Your retirement pension does not start automatically. You must apply for it. Applications should be filed six months before you wish the benefit to begin.

Survivor's Benefits

Upon death of the contributor, a lump sum benefit is payable to the estate, if the minimum contribution requirements have been fulfilled. There is also a monthly benefit available to surviving spouses or common-law partners and dependants.

Disability Pensions

Disability pensions are payable to disabled contributors who have paid into the Plan for the required number of years, are disabled within the meaning of the Plan and are under age 65. These pensions are converted to retirement pensions at age 65.

Assignment of Pensions

Spouses or common-law partners in an ongoing relationship can apply to share their CPP retirement pension payments. Both must be at least 60 and have applied for any CPP pensions to which they are entitled. Retirement pensions cannot be assigned if either retirement pension is paid under the Quebec Pension Plan.

Credit Splitting

If you are separated or divorced, you may be entitled to retirement, disability, or other benefits higher than those for which you would qualify on your own. If your marriage ended in divorce or annulment, or if you separated following a marriage or common-law union after January 1, 1987, you could be eligible for a credit split. Eligibility for credit splitting depends on a number of factors, including the length of your relationship, when it ended and if there were any spousal agreements. In some cases, there are time limits in applying.

Canada Pension Plan Summary

- You must apply for all benefits and programs.
- All benefits are considered taxable income.
- A cost-of-living adjustment is made in January of each year.

All forms are available on the internet at:
www.hrdc-drhc.gc.ca

For more information, contact:

Human Resources Development
Income Security Programs
Toll-free:
1-800-277-9914 (English)
1-800-277-9915 (French)
1-800-255-4786 (TTY)

Canada Pension Plan and Old Age Security staff are now located at the following Human Resource Centres:

Winnipeg

391 York Avenue R3C 4W1
1122 Henderson Highway
R2G 1L1
1031 Autumnwood Drive
R2J 1C6
2527 Portage Avenue
R3J 0P1

Rural

Unit 100
1039 Princess Avenue
Brandon, MB R7A 6E2

135 - 2nd Avenue N.E.
Dauphin, MB R7A 0Z6

86 Main Street
Flin Flon, MB R8A 1J8

158 Stephen Street
Morden, MB R6M 1T3

1016 Saskatchewan Ave. E.
Portage la Prairie, MB
R1N 3V2

237 Manitoba Avenue
Selkirk, MB R1A 2M8

321 Main Street
Steinbach, MB R0A 2A0

305 - 4th Street, West
Box 660
The Pas, MB R9A 1K7

Room 118,
North Centre Mall
3 Station Road
Thompson, MB R8N 0N3

OTHER FEDERAL BENEFITS

Employment Insurance

Workers 65 years of age or over may apply for unemployment benefits if they lose their jobs. The usual qualifying/entitlement conditions apply. To qualify for benefits, you must be ready, willing and able to work. For applications and information, contact your local Human Resource Centre.
Phone: 983-4662
Toll-free: 1-800-206-7218

Veterans Affairs Canada

Veterans Affairs Canada has a number of programs that provide financial, health care, and treatment benefits to qualified veterans, disability pensioners and their families. To qualify for assistance, a person must meet service, age, health or income requirements. For more information on Disability Pensions, War Veterans Allowance, Veterans Independence Program and Health Programs, contact:

Veterans Affairs Canada
P.O. Box 6050
610 - 234 Donald Street
Winnipeg, MB R3C 4G5
Phone: 983-2860

Veterans Affairs Canada
1039 Princess Avenue
Brandon, MB R7A 4J5
Toll-free: 1-800-368-1594

Elsewhere in Manitoba call
Toll-free: 1-800-368-1594

Bureau of Pensions Advocates

The Bureau of Pensions Advocates, an independent federal agency of qualified lawyers, represents veterans, peacetime military servicemen and/or women, and RCMP officers at appeal board hearings under the Pension Act. For more information, contact:

Bureau of Pensions Advocates
Box 6050
610 - 234 Donald Street
Winnipeg, MB R3C 4G5
Phone: 983-5598
Toll-free: 1-800-368-1594
Appeals: 1-877-228-2250

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Royal Canadian Naval Benevolent Fund

The Royal Canadian Naval Benevolent Fund (RCNBF) helps relieve distress caused by illness, accident or other misfortunes, by providing interest-free loans or grants to veterans and ex-service personnel in need of financial assistance. Those eligible for assistance include former members of the Naval Forces of Canada who entered prior to February 1, 1968, and the Canadian Merchant Navy War Veterans, and their dependants.

The Fund has helped people buy necessities such as food and clothing, and pay for medical, dental, optical, surgical and prosthetic services. It also provides assistance for home repairs and funeral costs, and to replace belongings destroyed by fire.

For more information, contact:

Royal Canadian Naval
Benevolent Fund
Box 505, Station B
Ottawa, ON K1P 5P6
Phone: (613) 996-5087
Toll-free: 1-888-557-8777
E-mail: rcnbf@sympatico.ca

PROVINCIAL INCOME SECURITY PROGRAMS

Fifty-Five Plus - A Manitoba Income Supplement

A quarterly income supplement is available to eligible Manitobans who are:

- 55 and over, not receiving Old Age Security program benefits and have an income within a specified range (an annual application is required); or
- receiving certain levels of Federal Guaranteed Income Supplement or Spouse's Allowance Benefits under the Old Age Security Program. An application is not necessary as benefits are paid based on the application for federal benefits.

For more information, contact:

55 Plus - A Manitoba Income Supplement
Box 3000, 203 South Railway St.
Killarney, MB R0K 1G0
Phone: 523-5230
Toll-free: 1-800-563-8793
E-mail: incsupplus@gov.mb.ca

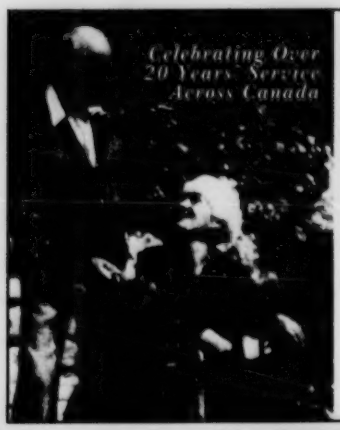
For appeals, contact the Social Services Advisory Committee (page 66).

The Manitoba Pension Commission

The Manitoba Pension Commission, a branch of Manitoba Labour and Immigration, promotes the establishment and improvement of private pension plans and assists both employees and employers in understanding how The Pension Benefits Act and Regulation apply to these plans. The Commission carries out a variety of activities to see that the requirements of the Act and Regulation are met.

If you would like more information about the Commission's services, employer-sponsored pension plans or The Pension Benefits Act of Manitoba and Regulation, contact:

Manitoba Pension Commission
Room 1004 - 401 York Avenue
Winnipeg, MB R3C 0P8
Telephone: 945-2740
Fax: 948-2375
E-mail: pensions@gov.mb.ca
Web site:
www.gov.mb.ca/labour/pen/index.html



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Outside Winnipeg: 1-800-665-1976
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Winnipeg , MB R3M 2T4
8:30 a.m. - 5:00 p.m. Monday - Friday

TAX CREDITS

Shelter Allowance for Elderly Renters (SAFER)

Direct monthly cash assistance is available to elderly renters fifty-five and over in privately owned buildings who meet certain qualifications.

The amount of the monthly allowance is based on an individual's or couple's total gross income and on the monthly rent paid. Additional information, assistance and applications are available at:

Family Services and Housing
Shelter Assistance Branch
Main floor - 280 Broadway
Winnipeg, MB R3C 0R8
Phone: 945-2611
Toll-free: 1-877-587-6224

Persons living in publicly owned seniors housing, rent supplement housing or personal care homes are already benefiting from government subsidies and are therefore not eligible for SAFER.

School Tax Assistance For Tenants/Homeowners 55+

School Tax Assistance for Tenants and Homeowners, aged 55 plus, provides annual assistance to offset the school tax portion of municipal taxes or rental costs. School tax assistance benefits are paid to eligible applicants once a year. **Tenants** must apply by application. **Homeowners** must apply on Form MB 479 of the income tax return. Additional information is available at:

Tenants
Family Services and Housing
Shelter Assistance Branch
Main floor - 280 Broadway
Winnipeg, MB R3C 0R8
Phone: 945-2611
Toll-free: 1-877-587-6224

Homeowners
Manitoba Tax Assistance Office
309 - 401 York Avenue
Winnipeg, MB R3C 0P8
Phone: 948-2115
Toll-free: 1-800-782-0771
E-mail: tao@gov.mb.ca
Web site:
www.gov.mb.ca/finance/tao

Income Tax Services

Information is provided at the Manitoba Tax Assistance Office in Winnipeg to help complete the provincial section of the tax return.

Many senior centres across the province offer special clinics for income tax preparation, including Age and Opportunity and the Manitoba Society of Seniors.

For more information, contact your senior centre, community resource council or:

Manitoba Tax Assistance Office
309 - 401 York Avenue
Winnipeg, MB R3C 0P8
Phone: 948-2115
Toll-Free: 1-800-782-0771
E-mail: tao@gov.mb.ca
Web site:
www.gov.mb.ca/finance/tao

Canada Customs and Revenue Agency Taxation Volunteer Program
Phone: 983-6978 for the location nearest you during tax season

Federal Income Tax
(General Inquiries):
Toll-free: 1-800-959-8281

Community Financial Counselling Service
Community Income Tax Service
203 - 290 Vaughan Street
Winnipeg, MB R3B 2N8
Phone: 989-1900

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Anna: 133 Niakwa — 940-3482
or
Susan: 135 Niakwa — 940-3483

For other Edison Rental Agency Properties call: 940-3450

FINANCIAL COUNSELLING

Community Financial Counselling Service

Community Financial Counselling Service provides financial assessment, credit counselling and information on money management to individuals and families. The agency can negotiate with creditors and set up repayment plans. The service is confidential; no information is released and no action is taken without the knowledge and consent of the client. Nominal fees, based on income and family size, are charged.

Community Financial Counselling Services
203 - 290 Vaughan Street
Winnipeg, MB R3B 2N8
Phone: 989-1900
Fax: 989-1908

Welfare Education Program

This non-profit community-based program provides information on welfare rights and responsibilities. For more information, contact:

Welfare Education Program
203 - 290 Vaughan Street
Winnipeg, MB R3B 2N8
Phone: 989-1911
Fax: 989-1908

Farmers Estate Counselling

Farm management specialists, agriculture representatives and home economists are available for consultation regarding estate planning, farm transfers, taxation and other financial concerns. A wide range of written information concerning financial matters is also available from Manitoba Agriculture and Food offices throughout Manitoba.

Farm Management Specialists

In Winnipeg:
Phone: 945-3860

Outside Winnipeg:
Toll-free: 1-800-282-8069 or call the district office nearest you.

Phone:
268-6013 (Beausejour)
346-6085 (Steinbach)
376-3303 (Arborg)
886-2696 (Teulon)
239-3365 (Portage la Prairie)
822-5461 (Morden)
744-4050 (Somerset)
622-2011 (Dauphin)
734-3417 (Swan River)
726-6411 (Brandon)
748-3873 (Virden)
867-3961 (Minnedosa)

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Web site: www.goldenwearclothing.com

APARTMENT RENTAL OPTIONS

The Manitoba Housing Authority

The Manitoba Housing Authority (MHA) offers housing to people 55 years of age or older whose income is too low to obtain affordable, suitable and adequate accommodations in the private sector. Rental rates are based on the person's total gross income.

For example:
One Person = Studio Apartment = 25% of gross income;
Two Person (couple) = One Bedroom = 27% of gross income.

In the rural communities, some seniors' buildings may only have one bedroom, and in this case, single people would receive a one bedroom apartment.

There are some eligibility requirements with the highest priority given to those identified as most in need.

To help seniors live independently, The MHA offers senior tenants the following services:

- Medical emergency switches located in tenants' apartments which provide 24-hour service for emergency purposes only; and
- A congregate meal program is located on-site for tenants. Not all seniors' buildings offer this program so please ask the MHA office in your community which buildings offer this program.

For more information, please contact The Manitoba Housing Authority in your community.

Application Inquiries
100-185 Smith Street
Winnipeg, MB R3C 3G4
Phone: 945-HOME (4663)

Rural District Offices

South West
253 - 9th Street
Brandon, MB R7A 6X1
Phone: 726-6455
Toll-free: 1-800-651-8217

Churchill
Box 448
32 Hudson Square
Churchill, MB R0B 0E0
Phone: 675-8838

Parkland East
27 - 2nd Avenue, S.W.
Dauphin, MB R7N 3E5
Phone: 622-2092

Eastman/Interlake
122 - 5th Avenue,
Box 1680
Gimli, MB R0C 1B0
Phone: 642-6060
Toll-free: 1-888-642-6066

Eastman/Interlake
202-237 Manitoba Ave.
Selkirk, MB R1A 0Y4
Phone: 785-5228
Toll-free: 1-800-441-5514

North Central
317-25 Tupper St. N.
Portage la Prairie, MB R1N 3K1
Phone: 239-3680
Toll-free: 1-866-440-HOME (4663)

Parkland West
Box 1028
117 - 2nd Avenue North
Roblin, MB R0L 1P0
Phone: 937-8326
Toll-free: 1-888-567-8125

Northern
Box 2550
214 Fischer Ave.
The Pas, MB R9A 1M4
Phone: 627-8355
Toll-free: 1-800-778-4311

Private Non-Profit Housing

This is rental accommodation that is owned and managed by charitable or non-profit organizations such as service clubs or church groups. Restrictions regarding tenant eligibility, rent levels and available subsidies differ depending on the project.

Co-operative Housing

Co-operative housing is owned by not-for-profit community groups who have incorporated to provide housing for their members. Co-op members purchase equity shares in the project and collectively become owners of the building. Subsidies may be available to low-income members. Persons wishing to become tenants in an existing project must purchase a share in the co-op.

Life Lease Tenancy

A life lease tenancy guarantees the right to occupy the dwelling for the lifetime of the tenant. In projects built by non-profit organizations, the potential resident purchases a life lease, which is used as equity toward the construction of the project. Equity contributions reduce the monthly rental costs to residents. Some suites may be designated as rent supplement units. Seniors considering this type of tenancy are encouraged to consult a lawyer in order to understand the implications of this kind of agreement.

Commercial Housing

The private market offers an increasing variety of housing for seniors, ranging from conventional apartments and condominiums for a mixture of ages and income levels, to projects designed especially for seniors. Some provide amenities such as fitness facilities and swimming pools, and some provide services such as cleaning, transportation and dining facilities.

Low-income seniors renting on the private market may be eligible for cash assistance under the Shelter Allowance for Elderly Renters Program. (See page 27)

Kekinan Centre Inc.

Kekinan Centre provides enriched housing for Aboriginal seniors. For more information, contact:

Kekinan Centre Inc.
100 Robinson Avenue
Winnipeg, MB R2G 4G1
Phone: 942-0991

Housing Information

Rural Manitoba
- The Manitoba Seniors Directorate has information on all types of seniors' housing available in rural Manitoba.

For more information, call:

Seniors Information Line
Phone: 945-6565
Toll-free: 1-800-665-6565

City of Winnipeg
- A directory of public housing, non-profit and commercial developments, entitled Winnipeg Seniors Housing Directory, is available for a minimal fee from:

Age and Opportunity
2nd floor, 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440

- Gold Mine Manitoba provides a comprehensive listing of seniors' housing in Winnipeg, including non-profit and private enterprise facilities. Copies are distributed through The Prime Times News.

The Prime Times News
202-63 Albert Street
Winnipeg, MB R3B 1G4
Phone 949-4810

Residential Tenancies Branch

The Residential Tenancies Branch deals with landlord and tenant relations and related problems, matters pertaining to rent increases of any amount, the allowable rent charges for premises and general rent controls. For further information, contact:

Residential Tenancies Branch
302 - 254 Edmonton Street
Winnipeg, MB R3C 3Y4
Phone: 945-2476
Toll-free: 1-800-782-8403
E-mail: rtb@gov.mb.ca

114 - 340 9th Street
Brandon, MB R7A 6C2
Phone: 726-6230
Toll-Free: 1-800-656-8481
E-mail: rtbbrandon@gov.mb.ca

206 - 59 Elizabeth Drive
Thompson, MB R8N 1X4
Phone: 677-6496
Toll-free: 1-800-229-0639
E-mail: rtbthompson@gov.mb.ca

HOME IMPROVEMENT ASSISTANCE

Residential Rehabilitation Assistance Program (RRAP)

The Homeowner Residential Rehabilitation Assistance Program (RRAP) is a federal/provincial cost shared program that provides financial assistance to low-income owners of existing substandard housing that needs major repair in at least one of the five key areas: structural, electrical, plumbing, heating or fire safety. The nature and quality of the repair work is expected to further the useful life of the dwelling by at least 15 years.

Similar assistance is available under RRAP for Persons with Disabilities for alterations required to accommodate the needs of a disabled occupant. The alterations must be related to the dwelling and the occupant's disability and must be permanent.

Assistance is available in both urban and rural areas throughout Manitoba. Household income thresholds exist to determine client eligibility.

The assistance is provided in the form of a loan, a part of which may be forgiven depending on the household income, and continued ownership and occupancy of the dwelling for the term of the loan. The loan amount will depend on the actual cost of repairs and location of the dwelling. For more information, contact:

If you reside in Winnipeg:
City of Winnipeg
RRAP Dept.
100 - 233 Portage Ave,
Winnipeg, MB R3B 2A7
Phone: 986-2299

If you reside outside of Winnipeg:
Community Housing Managers of Manitoba
150 Henry Avenue
Winnipeg, MB R3B 0J7
Phone: 582-9809
Toll-free: 1-800-665-8474

Family Services & Housing
Capital Planning Services
202 - 280 Broadway Avenue
Winnipeg, MB R3C 0R8
Phone: 945-4714
Toll-free: 1-888-243-7415

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Home Adaptations for Seniors' Independence (HASI)

HASI, a federal/provincial cost shared program, helps low-income seniors who have difficulties with daily living and activities in the home, by providing financial assistance to homeowners and landlords to carry out minor home adaptations that accommodate age related disabilities.

Items such as handrails in hallways and on stairs, easy-to-reach work and storage areas in the kitchen, lever handles on doors, walk-in showers with grab bars, and bathtub grab bars and seats are examples of adaptations that can be made. Assistance in the form of a forgivable loan of up to $2,500 is available. For more information, contact:

Family Services & Housing
Capital Planning Services
202 - 280 Broadway
Winnipeg, MB R3C 0R8
Phone: 945-4714
Toll-free: 1-888-243-7415

Homeowner Emergency Loan Program (HELP)

This provincial government program is designed to help low-income homeowners improve their housing conditions. Interest-free loans to a maximum of $3,000 are available. Repairs must be of an urgent nature to qualify. For details contact:

Family Services & Housing
Capital Planning Services
202 - 280 Broadway
Winnipeg, MB R3C 0R8
Phone: 945-4714
Toll-free: 1-888-243-7415

Emergency Repair Program (ERP)

The Emergency Repair Program (ERP) is a federal/provincial cost shared program that assists eligible low-income homeowners or occupiers in rural and remote areas to undertake emergency repairs that allow the continued safe occupancy of their houses. It targets homes in communities of 2500 or less and larger communities where there is no distinctive core area. Assistance is in the form of a contribution, which does not have to be repaid. Income, location and the nature of repair determine eligibility and amount of the contribution. For information contact:

Community Housing Managers of Manitoba
150 Henry Avenue
Winnipeg, MB R3B 0J7
Phone: 582-9809
Toll-free: 1-800-665-8474

Family Services & Housing
Capital Planning Services
202 - 280 Broadway
Winnipeg, MB R3C 0R8
Phone: 945-4714
Toll-free: 1-888-243-7415

HOME MAINTENANCE ASSISTANCE

Seniors Job Bureau Inc.

The Seniors Job Bureau is a non-profit organization that provides employment for experienced and mature individuals 50 years of age and over. The types of services provided are home repairs and renovations, yard maintenance, housecleaning, companions and much more.

Seniors Job Bureau Inc.
300 - 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 943-8864

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Community Home Services

Community Home Services provides a number of free services for low-income senior citizens and disabled people throughout the city. If you are under the age of 60, a doctor's note will be requested.

They assist with house cleaning, yard maintenance, snow shovelling, odd jobs of a non-technical nature, and one-way transportation to medical appointments. To register, contact:

Community Home Services
150 - 391 York Avenue
Winnipeg, MB R3C 0P4
Phone: 948-4392

Self-Starting Creative Opportunities for People in Employment (SSCOPE)

SSCOPE Inc. is a non-profit community mental health organization that provides services such as snow shovelling, yard work, light and heavy housework, light moving and other services at reasonable rates. For more information, contact:

SSCOPE Inc.
B - 836 Ellice Avenue
Winnipeg, MB R3G 0C2
Phone: 987-6300
Fax: 987-6304
E-mail: sscope@escape.ca

Community Maintenance Programs

Many community resource councils and seniors centres, as part of services for seniors in their communities, will refer you to people who will do house cleaning, yard work and snow shovelling for a reasonable cost. For more information, contact the community resource council or seniors centre nearest you.
(See pages 12, 14)

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WPG. MB R3M 0X1
287-8810

TRANSPORTATION FOR SENIORS AND HANDICAPPED PERSONS

Handi-Transit

Special transportation services for seniors and handicapped persons are available in Brandon and Winnipeg. In Winnipeg, you must register with Handi-Transit by submitting an application form. For more information about Handi-Transit, call:

986-5722 **(Winnipeg)**
729-2279 **(Brandon)**

Winnipeg Transit

In addition to Handi-Transit service, Winnipeg Transit also operates a fleet of 138 Easy Access buses as part of its regular service. Easy Access buses offer many special features to make travel more convenient for persons with mobility difficulties. Pre-plan your travel with Easy Access bus service by calling:

Winnipeg Transit Information at **986-5700,** Telebus at **287-7433** or visit
www.winnipegtransit.com

Eligible seniors (age 65 and over) can enjoy Reduced Fare when using Winnipeg Transit regular service. Valid Federal Government Blue card or Transit ID required.
For more information call: Winnipeg Transit at 986-5700.

Community Resource Councils - Transportation Services

Many community resource councils provide transportation services in their respective areas for seniors who require transportation. This could include shopping or medical appointments, for those who have no other means of transportation. A small fee may be charged. For information on the services in your area, contact the closest community resource council listed on pages 14-20.

Rural Transportation

Through the Program for Transportation of the Mobility Disadvantaged in Rural Manitoba, the Manitoba government assists communities that have taken the initiative in providing transportation services to the elderly and handicapped in their community. There are currently 62 communities in rural Manitoba that sponsor a handivan service under the program. The program provides grants to assist in the purchase of a handivan and the operation of the service.

To qualify for funding under this program, a local municipal government must agree to act as a sponsor of the service, and the community must demonstrate a serious commitment to keep the service in operation once established. For additional information on communities operating a handi-van under the program, please contact:

Intergovernmental Affairs
Municipal Finance & Advisory Services
Box 22080
2022 Currie Boulevard
Brandon, MB R7A 6Y9
Phone: 726-6725
collect calls accepted
Fax: 726-6290
E-mail: cszabo@gov.mb.ca

MEAL PROGRAMS

Meals on Wheels

Hot meals are delivered between 11:00 a.m. and 1:00 p.m. to the homes of people who are unable to prepare adequate meals themselves due to age, illness, disability, lack of cooking facilities or inability to shop.

Meals on Wheels of Winnipeg Inc.
500 - 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-7711
Fax: 956-7722
Web site: www.mts.net/~meals

Contact your local senior centre or community resource council (see page 12, 14).

Congregate Meals

Congregate meal programs (meals served to a group of seniors) are available at many locations throughout the province. Contact the community resource council or senior centre nearest you.

SAFETY CHECKS

Personal Emergency Response Systems

Personal emergency response systems are community-based, non-profit programs that offer 24-hour protection for individuals who live independently and because of their health or mobility are considered "at risk". Before making a decision to purchase, you should:

- Shop around
- Know who will respond

For more information, consult the "Yellow Pages" or contact your community resource council.

SPECIAL PROGRAMS FOR FRAIL OR HOMEBOUND SENIORS

Manitoba League of Persons with Disabilities Inc.

The Manitoba League of Persons with Disabilities Inc. is an organization of and for people with all types of disabilities. It monitors programs and legislation, and advocates for required changes regarding the common needs and concerns of disabled people. A few of the common issues of concern are accessibility, employment, home care services, human rights and transportation.

SPECIAL NEEDS CENTRE

Telecommunications products and services for people with speech, mobility, hearing and vision impairments.

For more information

in Winnipeg,		**outside Winnipeg,**	
call	941-8557	**call**	1 800 542-8703
Deaf access line	TTY 942-4942	Deaf access line	TTY 711
Fax	949-0570	and ask for	1 800 542-8703

Hours: Mon. – Fri. 8:30 am – 4:30 pm

mts.mb.ca

MTS

Manitoba League of Persons with Disabilities Inc.
105 - 500 Portage Avenue
Winnipeg, MB R3C 3X1
Phone: 943-6099
Toll Free: 1-888-330-1932
E-mail: mlpd@mb.sympatico.ca
Web site: www.mlpd.mb.ca

407-121 4th Street
Brandon, MB R7A 3G5
Phone: 725-2767

Box 951
Souris, MB R0K 2C0
Phone: 483-3106

Box 2929
Steinbach, MB R0A 2A9
Phone: 326-9435

Box 3030
The Pas, MB R9A 1M3
Phone: 623-2243

100 Greenway Crescent
Thompson, MB R8N 0R4
Phone: 677-3398

The Manitoba League of Persons with Disabilities Inc. has published a video and resource manual for senior citizens with disabilities who live in rural Manitoba. This video and manual, *Creating Change,* contain tips on advocacy as well as information on services available to disabled senior citizens living in rural areas. For more information, contact the Winnipeg office.

Independent Living Resource Centre

The Independent Living Resource Centre (ILRC) provides information and referral services, skills training workshops on such topics as adaptive clothing and standing up for one's rights, learning to use accessible leisure programs, individual assistance with problem-solving methods and peer support from others with similar experiences. The ILRC offers seniors and others the opportunity to provide valuable information, identify needs and work toward solutions. For further information, please contact:

The Independent Living Resource Centre
311A - 393 Portage Avenue
Winnipeg, MB R3B 3H6
Phone: 947-0194 (TTY/TDD)
Toll-free: 1-800-663-3043
Fax: 943-6625
E-mail: thecentre@ilrc.mb.ca
Web site: www.ilrc.mb.ca

Society for Manitobans with Disabilities

The Society for Manitobans with Disabilities continually develops, maintains and delivers relevant services that assist in the development of individual independence and community support for persons with disabilities.

Society for Manitobans with Disabilities
825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 975-3010
Fax: 975-3073
Toll-free: 1-800-282-8041
TTY: 975-3012
TTY Toll-free: 1-800-225-9108

SMD Wheelchair Services
1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2
Phone: 975-3250
Fax: 975-3240
Toll-free: 1-800-836-5551
TTY: 975-3239
Web site:
www.smd-services.com

SMD Parking Permit Program
1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2
Phone: 975-3257
Fax: 975-3240
Toll-free: 1-800-836-5551
TTY: 975-3239
Website: www.smd-services.com

Rural

Society for Manitobans with Disabilities
Room 110
340 - 9th Street
Brandon, MB R7A 6C2
Phone: 726-6157
Toll-free: 1-800-813-3325
Fax: 726-6499

Society for Manitobans with Disabilities
27 - 2nd Avenue S.W.
Dauphin, MB R7N 3E5
Phone: 622-2293
Toll-free: 1-800-844-2307
Fax: 622-2260

Society for Manitobans with Disabilities
Box 489
Morden, MB R6M 1A5
Phone: 822-1947
Toll-free: 1-800-269-5451
Fax: 822-1948

Society for Manitobans with Disabilities
382 Main St.
Selkirk, MB R1A 1T8
Phone: 1-888-831-4213
Fax: 785-9340

Society for Manitobans with Disabilities
Box 20550
201 - 323 Main Street
Steinbach, MB R0A 2T2
Phone: 326-5336
Toll-free: 1-800-497-8196
Fax: 326-9762

Society for Manitobans with Disabilities
303 - 83 Churchill Drive
Thompson, MB R8N 0L6
Phone: 778-4277
Toll-free: 1-888-367-0268
TTY: 778- 4277
Fax: 778-4461

Assistive Devices

The Rehabilitation Engineering Department, located within the Health Sciences Centre in Winnipeg, helps clients gain the highest possible level of independence through the use of prosthetic, orthotic and electronic and mechanical assistive technologies (EMAT).

The EMAT Section provides specialized electronic and mechanical adaptations for adults with physical disabilities. These aids include automotive, scooter and wheelchair modifications. Communication aids, environmental controls, and many other assistive devices to enhance daily living are available. All Manitobans can access the department directly or through their rehabilitation agency, therapist or physician. Many of the devices are available through the department at no cost to the client, or in some instances, on a cost-recovery only basis. For more information, contact:

Rehabilitation Engineering Department
Health Sciences Centre
MH036 - 59 Pearl Street
Winnipeg, MB R3E 3L7
Phone: 787-2366

Guide Book for Travellers with Disabilities

The following books may be found in the library of the Canadian Paraplegic Association (Manitoba):

- *Handi-Travel: A Resource Guide for Disabled and Elderly Travellers;*
- *Fodors Great American Getaways for the Disabled.*

For more information, contact:
Canadian Paraplegic Association (Manitoba) Inc.
Room 211 - 825 Sherbrook St.
Winnipeg, MB R3A 1M5
Phone: 786-4753
Fax: 786-1140
E-mail:
winnipeg@canparaplegic.org
Web site:
www.canparaplegic.org/mb

AccessAbility

AccessAbility offers a complete range of innovative and functional products to increase comfort and support independent mobility and living.

AccessAbility provides quality products at competitive prices along with superior customer service. These products include accessories for daily living (bathroom, dressing, kitchen), comfort aids, mobility aids and accessories, power-lift chairs, scooters, walkers, wheelchairs, and specialized wheelchair seating.

Surplus revenue generated through the sale of these products is used to fund programs for people with disabilities including those who are hard of hearing or deaf.

For more information, contact:
1128 Henderson Highway
Winnipeg, MB R2G 3Z7
Phone: 925-4599
Toll-free: 1-888-925-4599

SERVICES FOR PERSONS WITH VISUAL IMPAIRMENTS

The Canadian National Institute for the Blind (CNIB) Manitoba Division

Through a broad range of rehabilitation services, the CNIB assists blind and visually impaired people in achieving their independence. Programs and services include:

- rehabilitation counselling;
- rehabilitation teaching (learning practical skills to cope with visual impairment);
- orientation and mobility instruction (learning to move around in one's environment);
- sight enhancement services (using lighting and magnification);
- adaptive and technical aid services (demonstrating and selling specialized equipment);
- library services (braille and audio tape);
- employment counselling;
- peer support and recreation groups;
- occupational therapy through early intervention program.

CNIB Divisional Office
1080 Portage Avenue
Winnipeg, MB R3G 3M3
Phone: 774-5421
Fax: 775-5090
Web site: www.cnib.ca

Rural

CNIB West District Office
354 - 10th Street
Brandon, MB R7A 4G1
Phone: 727-0631
Fax: 727-1139

CNIB Thompson Regional Office
Room 303 - 83 Churchill Drive
Thompson, MB R8N 0L5
Phone: 778-8874
Fax: 778-4461

Elsewhere in Manitoba
call toll-free:
1-800-552-4893

Large Print Books

Public Library Services provides all types of materials, but of particular importance to seniors are the large print format books. There are 53 established regional and municipal public libraries that use the service.

Talking Book Support

Anyone who has difficulty reading, holding a book, or turning the pages may request Talking Books from the central Public Library Services collection. Public Library Services maintains a collection of 4,000 Talking Books. A letter from a doctor or other health official is required. For more information, contact:

Public Library Services
Toll-free: 1-800-252-9998
Talking Book Services
Toll-free: 1-888-201-6749
E-mail: av@gov.mb.ca

Winnipeg Public Library Special Services

Offers a variety of collections and equipment for patrons who have special needs including Talking Books, large print materials, descriptive and close-captioned videos. For more information, contact:

Phone: 986-6489
TTY: 986-3485
Fax: 986-7298
Web site:
http://wpl.city.winnipeg.mb.ca

SERVICES FOR PERSONS WITH COMMUNICATION DISORDERS

Hearing Problems

There are a number of services in Manitoba to assist in the diagnosis and treatment of hearing loss, including public health nurses, family doctors, audiologists, hearing instrument practitioners and ear/nose/throat specialists.

Winnipeg Hearing Centres

Winnipeg Hearing Centres offer testing for hearing disorders at no charge to the client. Phone ahead to have your name placed on the waiting list.

Concordia Hearing Centre
1095 Concordia Avenue
Winnipeg, MB R2K 3S8
Phone: 661-7357

Deer Lodge Hearing Centre
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 831-2126

Seven Oaks Hearing Centre
2300 McPhillips
Winnipeg, MB R2V 3M3
Phone: 632-3527

Victoria Hearing Centre
Victoria General Hospital
2340 Pembina Highway
Winnipeg, MB R3T 2E8
Phone: 477-3241

Regional Hearing Centres test hearing and counsel persons with hearing problems and who wear hearing aids. Contact your regional health authority for the number of the regional office nearest you.

Testing for hearing disorders is also provided on referral of a physician at:

Health Sciences Centre
Department of Communication Disorders
GG-2-820 Sherbrook Street
Winnipeg, MB R3A 1R9
Phone: 787-5105

St. Boniface Hospital
Rehabilitation Services
409 Tache
Winnipeg, MB R2H 2A6
Phone: 237-2131

Communication and Swallowing Problems

Contact your physician for a referral to a Speech-Language Pathologist.

Hearing Instrument Practitioners

There are many hearing aid practitioners in Winnipeg who offer discounts to seniors and who may provide house calls if necessary. They also provide service to rural Manitoba. Check your Yellow Pages under Hearing for a Hearing Centre nearest you.

Hard of Hearing Services

The Living with Hearing Loss Program at SMD helps people develop speech-reading skills and coping strategies to adapt in difficult communication situations. The program also provides assertiveness training and tactics to manage stress related to hearing loss. An on-site resource library has books and videotapes to assist people living with hearing loss.

Day and evening classes for hard of hearing, oral deaf and late-deafened adults are held in Winnipeg and in several rural locations when registration is sufficient. Private instruction and counselling is also available; a fee for service may apply for private instruction. For more information, contact:

Society of Manitobans with Disabilities
Hard of Hearing Services
Phone: 975-3010
Toll-free (voice): 1-800-282-8041
TTY: 975-3012
Toll-free (TTY): 1-800-225-9108

Deaf Centre 285 Pembina Inc.

285 Pembina Inc. is a subsidized housing facility, which also contains personal care units. It serves as a recreational, cultural and religious centre for residents and deaf or hard of hearing people in the community at large. Several organizations for the deaf have offices in the centre. For further information, contact:

Deaf Centre Inc.
285 Pembina Highway
Winnipeg, MB R3L 2E1
Phone: 284-0802 (voice)
(TTY): 475-0702

Independent Interpreter Referral Service - (Celebrating 20 years of Serving Manitobans)

The Independent Interpreter Referral Service is a professional non-profit corporation that provides a wide range of interpreting and intervention services to meet the diverse needs of the hearing, hard of hearing, Deaf and Deaf-Blind communities. Should you require such service, please contact:

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Winnipeg, MB R3C 0B9
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BRANDON
(204) 726-5383
Toll Free in Manitoba
1-800-661-2653

Independent Interpreter Referral Service
204 - 301 Nassau Street N.
Winnipeg, MB R3L 2J5
(TTY): 452-0687
(Voice): 475-6332
Fax: 452-0688
Emergency pager:
931-4947
using Manitoba Relay Service
E-mail: i.i.r.s@mts.net

Manitoba Deaf-Blind Association Inc.

Deaf-blindness is a condition which combines any degree of hearing loss combined with any degree of vision loss which interferes with communicating and acquiring information, even though a person may still have some useful visual and/or hearing. The Manitoba Deaf-Blind Association (MDBA) is a support and advocacy group for deaf-blind people in Manitoba. The Association also offers support to family members of deaf-blind people. For more information, contact:

MDBA
285 Pembina Hwy.
Winnipeg, MB R3L 2E1

Resource Centre for Manitobans who are Deaf-Blind

The Resource Centre for Manitobans who are Deaf-Blind (RCMDB) provides service to adults who are Deaf-Blind due to accident, trauma, disease or condition. RCMDB services may also be extended to family members where the service would benefit the Deaf-Blind individual. We exist to promote opportunities for independence, dignity and empowerment for adults in Manitoba who have become Deaf-Blind.

RCMDB
228 - 285 Pembina Hwy.
Winnipeg, MB R3L 2E1
Phone: 284-2531 (TTY)
or through MRS 1-800-855-0511
(if using voice phone)
Fax: 452-0688
E-mail: rcmdb@mts.net
Web site: www.rcmdb.org

Manitoba Telecom Services Inc.

The MTS Special Needs Centre offers a wider variety of specialized telecommunication products for those customers with hearing, speech, motion or vision disabilities. Specially trained employees will help select equipment most beneficial to needs as well as advise on rates and other pertinent details. Call for an appointment to:

MTS Special Needs Centre
Phone: 941-8557
TTY: 942-4942

Outside Winnipeg
Toll-free: 1-800-542-8703
TTY: Manitoba Relay Service 711
ask for 1-800-542-8703

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(Northgate Shopping Centre)
Phone: 204-953-4200
www.audiology-online.com

REGIONAL HEALTH AUTHORITIES

Regional Health Authorities are health boards responsible for the delivery of health care services to Manitobans. They provide a reorganized, sustainable health system that balances health promotion, disease prevention, and institutional and community-based services.

Brandon Regional Health Authority
150A - 7th Street
Brandon, MB R7A 7M2
Phone: 571-8408
Fax: 726-8505
Web site:
www.brandonrha.mb.ca

Burntwood Regional Health Authority Inc.
867 Thompson Drive South
Thompson, MB R8N 1Z4
Phone: 677-6502
Fax: 677-5366
Web site: www.brha.mb.ca

Regional Health Authority-Central Manitoba Inc.
56 Royal Road North
Portage la Prairie, MB R1N 1V1
Phone: 239-0418
Fax: 239-0456
Web site:
www.rha-central.mb.ca

Churchill RHA Inc.
Churchill Health Centre
Churchill, MB R0B 0E0
Phone: 675-8318
Fax: 675-2243
Web site: www.cancom.net/~crhaexec/

Interlake Regional Health Authority Inc.
589 - 3rd Avenue South
Stonewall, MB R0C 2Z0
Phone: 467-4742
Toll-free: 1-888-488-2299
Fax: 467-4750
Web site: www.irha.mb.ca

Marquette Regional Health Authority Inc.
Box 9, 344 Elm Street
Shoal Lake, MB R0J 1Z0
Phone: 759-3441
Fax: 759-3127

NOR-MAN Regional Health Authority Inc.
Box 130, 84 Church Street
Flin Flon, MB R8A 1M7
Phone: 687-1302/
687-1301/687-1300
Fax: 687-6405
Web site:
www.norman-rha.mb.ca

North Eastman Health Association Inc.
W.B. Lewis School
Aberdeen Avenue & Burrows Rd.
Box 339,
Pinawa, MB R0E 1L0
Phone: 753-2012
Fax: 753-2015
Web site: www.neha.mb.ca

Parkland Regional Health Authority Inc.
112 - 27 - 2nd Avenue South W.
Dauphin, MB R7N 3E5
Phone: 622-6222
Toll-free: 1-800-259-7541
Fax: 622-6232
Web site:
www.prha.mb.ca/index.htm

South Westman Regional Health Authority Inc.
Box 579 (192 First Ave. W.)
Souris, MB R0K 2C0
Phone: 483-5000
Toll-free: 1-888-682-2253
Fax: 483-5005
Web site:
www.rha-swestman.org

South Eastman Health/
Santé Sud-Est Inc.
Box 470
La Broquerie, MB R0A 0W0
Phone: 424-5880
Fax: 424-5888

Winnipeg Regional Health Authority
1800-155 Carlton St.
Winnipeg, MB R3C 4Y1
Phone: 926-7000
Fax: 926-7007
Web site: www.wrha.mb.ca

Home Care Program

The Home Care program helps people who need health services and assistance with daily living activities live at home and remain independent for as long as possible.

Home Care programs include long and short term care, dialysis, ostomy, community intravenous therapy, self and family managed care and specialty services such as respiratory, children's and palliative care programs.

Some of the services offered by Home Care are personal care, nursing, household assistance, respite, occupational and physical therapy assessments, referrals to other agencies, coordination of community services and assessments for long term care and specialty services.

Eligible individuals must be registered with Manitoba Health, require service to safely remain in their homes, and require more assistance than is available from existing supports or community resources.

For more information, call your Regional Health Authority and ask to speak with a home care coordinator.

In Winnipeg, call the Home Care Intake Line 940-2655.

Rural District Offices

Burntwood Region

Home Care Program
867 Thompson Drive South
Thompson, MB R8N 1Z4
Phone: 677-5350
E-mail: lsundevic@brha.mb.ca

Norway House Community Council
Norway House, MB R0B 1B0
Phone: 359-6695

Cross Lake Community Council Office
Cross Lake, MB R0B 0J0
Phone: 676-2748

Gillam Hospital
Burntwood RHA
Box 2000
Gillam, MB R0B 0L0
Phone: 652-2600
E-mail: cberendse@brha.mb.ca

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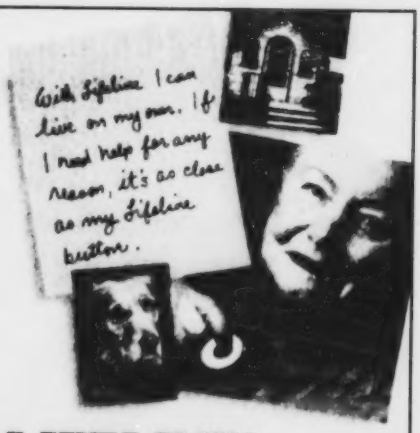

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Box 370
Leaf Rapids, MB R0B 1W0
Phone: 473-2441
E-mail: sradford@brha.mb.ca

Lynn Lake Hospital & Clinic
Box 2030,
Lynn Lake, MB R0B 0W0
Phone: 356-2474
E-mail: mjantz@brha.mb.ca

Pikwitonei Nursing Station
Pikwitonei, MB R0B 1E0
Phone: 458-2402
E-mail: senglish@brha.mb.ca

Thicket Portage Community Health Centre
Thicket Portage, MB R0B 1RO
Phone: 286-3254
E-mail: bhart@brha.mb.ca

Wabowden Health Unit
Box 60
Wabowden, MB R0B 1S0
Phone: 689-2600

Brandon

B-150- 7th Street
Brandon, MB R7A 7M2
Phone: 571-8416

Central

25 Tupper Street, North
Portage la Prairie, MB
R1N 3K1
Phone: 239-3040

Churchill

Community Services Churchill
Regional Health Authority
Churchill, MB R0B 0E0
Phone: 675-8328

Interlake

Interlake Regional Health Authority
3rd Floor
Administration Building
Box 9600
Selkirk, MB R1A 2B5
Phone: 785-4874
Fax: 785-4882
Web site: www.irha.mb.ca

Selkirk Community Health Office
202 - 446 Main Street
Selkirk, MB R1A 1V7
Phone: 785-7700
Fax: 785-4870

Teulon Hunter Memorial
Hospital Home Care
Teulon, MB R0C 3B0
Phone: 886-4066
Fax: 886-3503

Stonewall & District Health Centre
589 - 3rd Avenue South
Box 280
Stonewall, MB R0C 2Z0
Phone: 467-4413
Fax: 467-4750

Arborg Community Health Office
Arborg Provincial Building,
River Road
Box 423
Arborg, MB R0C 0A0
Phone: 376-5559
Fax: 376-5970

Fisher Community Health Offices
Box 119
Fisher Branch, MB R0C 0Z0
Phone: 372-8703
Fax: 372-8710

Community Health & Family Services
2nd Floor 117-7th Avenue
Johnson Memorial Hospital
Box 1290
Gimli, MB R0C 1B0
Phone: 642-6051
Fax: 642-6616

Community Health & Family Services
43 Railway Avenue
Box 310
Ashern, MB R0C 0E0
Phone: 768-2585
Fax: 768-2961

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Community Health Office
Lundar Personal Care Home
Box 296
Lundar, MB R0C 1Y0
Phone: 762-6500
Fax: 762-5164

Community Health Services
E.M Crowe Memorial Hospital
Eriksdale, MB R0C 0W0
Phone: 739-4408
Fax: 739-2065

St. Laurent Community Health Office
St. Laurent, MB R0C 2S0
Phone: 646-2504
Fax: 646-2394

Marquette

Birtle Health Unit
Box 2000
Birtle, MB R0M 0C0
Phone: 842-3399

Carberry Health Unit
Box 2000
Carberry, MB R0K 0H0
Phone: 834-2565

Erickson District Health Centre
Box 25
Erickson, MB R0J 0P0
Phone: 636-2615

Hamiota Health Unit
c/o Hamiota Health Centre
Hamiota, MB R0M 0T0
Phone: 764-2412, ext. 333

Minnedosa Health Unit
Box 488
Minnedosa, MB R0J 1E0
Phone: 867-3817

Neepawa Health Unit
Box 369
Neepawa, MB R0J 1H0
Phone: 476-2341

Rivers Health Unit
c/o Hamiota Health Centre
Hamiota, MB R0M 0T0
Phone: 328-5222/764-2412, ext. 333

Rossburn Health Unit
Rossburn, MB R0J 1V0
Phone: 859-2485

Russell Health Unit
Bag service #2
Russell, MB R0J 1W0
Phone: 773-2761

Sandy Lake Health Unit
c/o Erickson Health Unit
Box 25
Erickson, MB R0J 0P0
Phone: 636-2615

Shoal Lake Health Unit
Box 490
Shoal Lake, MB R0J 1Z0
Phone: 759-2686

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Phone: 687-1750

Provincial Building
3rd & Ross
P.O. Box 2550
The Pas, MB R9A 1M4
Phone: 627-8322

Parkland

Benito Community Health Services
200 - 1st Street East
Box 490
Benito, MB R0L 0C0
Phone: 539-2513
Fax: 539-2482

Dauphin Community Health Services
317 Main Street North
Dauphin, MB R7N 1C5
Phone: 638-2105
Fax: 638-8622

Ethelbert Community Health Resource Centre
31 Railway Avenue
Box 156
Ethelbert, MB R0L 0T0
Phone: 742-4400
Fax: 742-4405

Grandview Community Health Services
644 Mill Street, Box 339
Grandview, MB R0L 0Y0
Phone: 546-5150
Fax: 546-3269

McCreary Community Health Services
613 Government Road Allowance
Box 208
McCreary, MB R0J 1B0
Phone: 835-5010
Fax: 835-5011

Roblin Community Health Services
15 Hospital Street
Box 880
Roblin, MB R0L 1P0
Phone: 937-2151
Fax: 937-8892

Ste. Rose Community Health Services
604 First Avenue East
Box 149
Ste. Rose du Lac, MB R0L 1S0
Phone: 447-4080
Fax: 447-4090

Swan River Community Health Services
205-5th Avenue North
Box 1028
Swan River, MB R0L 1Z0
Phone: 734-6602
Fax: 734-5629

North Eastman

Beausejour Primary Health Care Centre - Community Health Services
Box 550
151 First Street South
Beausejour, MB R0E 0C0
Phone: 268-4966
Fax: 268-4399

Lac du Bonnet District Health Centre - Community Health Services
Box 160
Lac du Bonnet, MB R0E 1A0
Phone: 345-8647
Fax: 345-8609

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- Community Health Services
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Fax: 348-7911

Pine Falls Health Complex -
Community Health Services
Box 548
Pine Falls, MB R0E 1M0
Phone: 367-5401
Fax: 367-2968

Kin Place Primary Health Care
Centre - Community Health Services
Box 28
Oakbank, MB R0E 1J0
Phone: 444-2227
Fax: 444-7851

South Westman

Baldur Health Unit
Box 38
Baldur, MB R0K 0B0
Phone: 535-2443

Boissevain Health Unit
Box 899
Boissevain, MB R0K 0E0
Phone: 534-2451

Cartwright Health Unit
Box 118
Cartwright, MB R0K 0L0
Phone: 529-2452

Deloraine Health Unit
Box 547
Deloraine, MB R0M 0M0
Phone: 747-2551

Glenboro Health Unit
Box 310
Glenboro, MB R0K 0X0
Phone: 827-2426

Hartney Health Unit
Box 280
Hartney, MB R0M 0X0
Phone: 858-2503

Killarney Health Unit
Box 940
Killarney, MB R0K 1G0
Phone: 523-3226

Melita Health Unit
Box 459
Melita, MB R0M 1L0
Phone: 522-8177

Rosewood Village

If your aging parents need
more than you can provide, contact
Rosewood Village,
a unique, safe and secure residential setting
designed to preserve the dignity and independence
of seniors who can no longer live alone.

The Rosewood Village
857 Wilkes Ave. at Waverley St.
Phone 487-9600

Reston Health Unit
Box 250
Reston, MB R0M 1X0
Phone: 877-3925

Souris Health Unit
Box 790
Souris, MB R0K 2C0
Phone: 483-2121

Treherne Health Unit
Box 63
Treherne, MB R0G 2V0
Phone: 723-2133

Virden Health Unit
Box 10
Virden, MB R0M 2C0
Phone: 748-2321

Wawanesa Health Unit
Box 309
Wawanesa, MB R0K 2G0
Phone: 824-2570

South Eastman

Box 156
Dominion City, MB R0A 0H0
Phone: 427-3462
Fax: 427-3462

Niverville
c/o Box 88
St. Pierre, MB R0A 1V0
Phone: c/o 433-7636
Fax: 433-3608

Community Health Office
Box 2560
Steinbach, MB R0A 2A0
Phone: 346-6123
Fax: 326-6520

Community Health Office
Unit A-30 Dawson Road
Ste. Anne, MB R5H 1B5
Phone: 422-8817
Fax: 422-9450

Community Services
Box 88
St. Pierre, MB R0A 1V0
Phone: 433-7636
Fax: 433-3608

Community Services
Box 11
Sprague, MB R0A 1Z0
Phone: 437-7212
Fax: 437-2272

Community Services
Box 119
Vita, MB R0A 2K0
Phone: 425-5020
Fax: 425-3532

Home Care Appeal Panel

If you have concerns about your home care, first talk to your home care case co-ordinator or his/her supervisor. If you are still not satisfied, you may file an appeal with the Appeal Panel for Home Care. This panel hears appeals from people who have asked for home care services and who disagree with the decisions made about their eligibility or their level of service.

You may file an appeal if:
- your request for home care service was turned down;
- you disagree with the level of service you receive; or
- you have any concerns about the home care services you are receiving.

To file an appeal, contact the Home Care Appeals Office and ask for an appeal form. For more information, contact:

Appeal Panel for Home Care
Room 4012, 300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 788-6788
Toll-free: 1-800-491-4993
Fax: 948-2024
E-mail: appeals@gov.mb.ca
Web site: www.gov.mb.ca/health/homecare/appeal.html

Residential Care

Residential care is a community-based housing option that provides congregate living accommodations with care and supervision at levels defined by Manitoba Family Services and Housing. Residential care facilities are licensed through Manitoba Family Services and Housing. Facilities may be profit or non-profit and operated by professional or non-professional staff. The Manitoba government does not subsidize residential care, however, you may qualify for financial assistance under the Shelter Allowance for Elderly Renters (SAFER) Program. See page 27 for more information about this program.

If you would like more information about residential care facilities, contact:

Manitoba Family Services and Housing
Residential Care Licensing
Phone: 945-1042
Fax: 944-0254

Personal Care Home Placement

A personal care home may be the most appropriate care setting when you can no longer remain safely at home even with home care services; and the services you need can be provided more effectively and economically in a personal care home.

The application form for personal care home placement is available from your Home Care Case Coordinator. If you are not on Home Care contact your Regional Health Authority for more information. Once completed, the application is reviewed to decide whether you are eligible.

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- following a surgery or a trauma
- palliative care specialists
- house calls for dressings and medications

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fax 477-1645
ssmith@na.drakeintl.com-email

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DRAKE **MEDOX** HEALTH SERVICES

If you are new to Manitoba there will be a period of 24 consecutive months before you are eligible for personal care home benefits. Exceptions are made if:

- You previously lived in Manitoba for 30 years; or
- You left Canada and returned as a permanent resident after an absence of less then 10 years; or
- You have been a resident of another province or territory of Canada for five consecutive years and have immediately established yourself as a resident of Manitoba.

If the assessment panel decides you are not eligible for a personal care home, you and your family may ask the Regional Health Authority to review the application again. There may be a waiting period before you are admitted to the personal care home of your choice. During this time, home care services may be provided to you as necessary.
If you require admission immediately, or are in hospital awaiting placement, you may be asked to accept placement in a different care facility until you can be admitted to the personal care home of your choice.

Information is available on the Manitoba Health web site at www.gov.mb.ca/health or from your Regional Health Authority.

Complaint Process for Personal Care Homes

If you, a family member or visitor have concerns or a complaint about your care or the operation of your personal care home, it is important that these concerns be brought to the attention of the appropriate individuals.

First, you should discuss the problem with the nurse in charge of your unit. If this is not appropriate, then the problem should be discussed with the director of nursing or the administrator of the personal care home. You should report your concerns immediately so they may be handled as quickly as possible.

If you are still not satisfied, contact:

Long Term Care
Concerns/Complaints
1071 - 300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 945-4840
Toll-free: 1-888-871-6276
Fax: 775-8055

The Protection for Persons in Care Office

The *Protection for Persons in Care Act* is an extra safeguard built into Manitoba's health care system. The Act is a law to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health facility. The *Protection for Persons in Care Act* requires anyone, including staff, volunteers, visitors and any other person who has a reasonable basis to believe that an adult receiving care in a health

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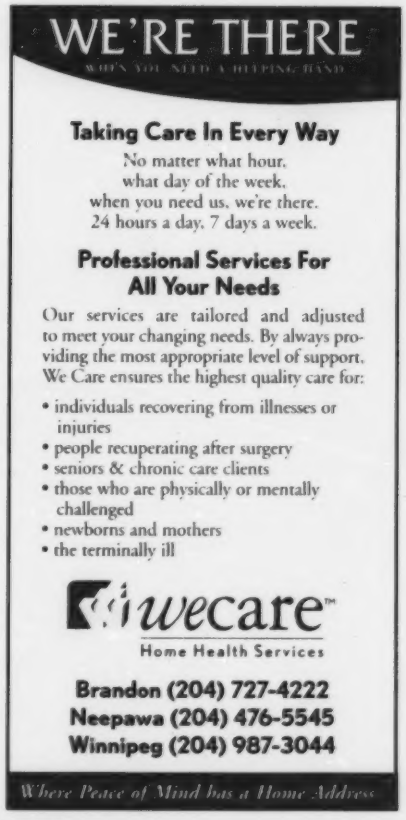
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• people recuperating after surgery
• seniors & chronic care clients
• those who are physically or mentally challenged
• newborns and mothers
• the terminally ill
wecare
Home Health Services
Brandon (204) 727-4222
Neepawa (204) 476-5545
Winnipeg (204) 987-3044
Where Peace of Mind has a Home Address

facility is, or is likely to be abused while they are in care, to promptly report their belief to the Protection for Persons in Care Office (the "Protection Office") at Manitoba Health. They must also report the information on which their belief is based, which may include personal health information. The Act provides protection for individuals who make reports as well as protection against malicious reporting. Any failure to comply with the Act, including intentionally making a false report, may result in charges being laid and fines imposed.

The Protection Office may be contacted by phoning **788-6366** (within Winnipeg), or 1-866-440-6366 (toll free outside of Winnipeg).

Review/Appeal Process for Personal Care Home Rates

You may request a review or appeal the personal care home rate within 30 days of the effective date of the charge. The Request for Review/Appeal form is available at each facility. Manitoba Health reviews the request and either reduces or confirms the amount of the charge. If you are not satisfied with the outcome of Manitoba Health's review you may appeal to the Manitoba Health Appeal Board. To do so, you must notify your facility within 30 days of Manitoba Health's notification of the charge. The Board has the authority to consider appeals and either confirm the original amount of the charge, or reduce it. In the event of an appeal, you may choose to attend, or not attend the hearing. The Board will meet and notify you and Manitoba Health of their decision.

While you are awaiting a response to the Request for Review/Appeal, you have the option of being charged the current year's assessed rate, or the previous year's rate, or the minimum rate if assessed the minimum rate last year or if a new client. Any difference between the amount charged and the final rate, as determined by either Manitoba Health or the Manitoba Health Appeal Board will be collected or refunded by the facility retroactive to the effective date of the charge.

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- Chronic Care
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- Special Care Needs

OUTREACH PROGRAMS

- Day Hospital
- Adult Day Programs
- Outpatient Rehabilitation
- Respite Care
- Continence Clinic
- Winnipeg Psychogeriatric Program

Phone:
478-6203

RIVERVIEW HEALTH CENTRE

Website:
www.riverviewhealthcentre.com

MEDICAL EQUIPMENT AND SUPPLIES

Canadian Red Cross Society

The Canadian Red Cross Medical Equipment Loan Service (MELS) provides mobility equipment free of charge, for a maximum of three months, to residents of Manitoba who are recovering in their own homes from an illness, injury or surgery. Available equipment includes canes, crutches, walkers and wheelchairs. All clients must be referred by a healthcare professional.

Canadian Red Cross Society
504 - 240 Graham Avenue
Winnipeg, MB R3C 0J7
Phone: 982-7336

Society for Manitobans with Disabilities

This program provides long-term loans of wheelchairs to individuals living in the community. An application signed by a physician is required in order to receive a wheelchair.

SMD Wheelchair Services
1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2
Phone: 975-3250
Toll-free: 1-800-836-5551

Morden Services for Seniors
306 North Railway Street
Morden, MB R6M 1S7
Phone: 822-5663
Fax: 822-5663
E-mail: kdyck@mb.sympatico.ca

To purchase medical equipment and supplies, look for commercial suppliers in the Yellow Pages under "Medical Supplies."

PAYMENT OR REFUND FOR HEALTH CARE SERVICES

Manitoba Health - Insured Benefits

All insured residents of Manitoba are covered by the health insurance plan administered by Manitoba Health. Benefits include the following:

- hospital coverage at the standard ward level;
- medical services, including visits to doctors' offices, housecalls and doctors' services in hospitals;
- certain prosthetic and orthotic devices;
- care in personal care homes;
- a prescription drug program;
- seniors' eyeglass program.

For details regarding registration and coverage, contact:

Manitoba Health - Insured Benefits
300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 786-7101
Toll-free: 1-800-392-1207
TDD: 786-7132 for Pharmacare/Registration
TDD: 774-8618 for Physician Claims/Out-of-Province inquiries
Toll free: 1-800-855-0511
Web site: www.gov.mb.ca/health/mhsip/index.html

Pharmacare Program

Pharmacare is a drug benefit program that protects eligible Manitobans against financial hardships associated with relatively high expenditures for drug costs. Each year Manitobans are required to pay a portion of the cost of their eligible prescription drugs. This portion is referred to as the Pharmacare deductible which is based on annual family income.

In 2000, Manitoba residents were provided with the option of applying to the Pharmacare Program through a one-time enrollment process or annually. Manitobans who selected the one-time enrollment process are no longer required to annually submit a Pharmacare Application. Manitobans who chose the annual application process must complete a Pharmacare Application and Consent Authorization in order to be eligible for benefits in the 2002/2003 Pharmacare benefit year. Applicants must also include a copy of their Revenue Canada 2000 Notice of Assessment with their completed application.

The deadline for filing your 2001/2002 Pharmacare Application is March 31, 2002.

Application forms are available at any pharmacy in Manitoba or at the Manitoba Health offices at 300 Carlton Street, Winnipeg, Manitoba. Applications can also be downloaded from the government internet site at http://www.gov.mb.ca/health/pharmacare/index.html.

Pharmacare Information Line:
(recorded message):
788-2506 (English)
788-2520 (French)

Provincial Drug Programs:
(Customer Service Help Desk)
In Winnipeg: 786-7141
Toll-free: 1-800-297-8099
TTY-TTD: 774-8618 or
Manitoba Relay Service: 711 or
1-800-432-4444
Fax: 786-6634

Eyeglass Program

The Eyeglass Program, for residents of Manitoba 65 years of age and older, provides limited financial assistance toward the purchase of eyeglasses from an optometrist or an optician. The total allowable amount is based on a fixed schedule for dispensing fees, frames and lenses, less $50 deductible.

After deducting $50, Manitoba Health pays 80 per cent of the remainder of the allowable total; it is not based on the total cost of the eyeglasses.

The $50 deductible applies once every 12-month period (April 1 to March 31) per family. If additional glasses are required within the 12-month period, the deductible does not apply. Claim forms are available from optometrists and opticians. For more information, contact:

Manitoba Health - Insured Benefits
Senior Eyeglass Program
300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 786-7366
Toll-free: 1-800-392-1207
Ext. 7366
Fax: 783-2171
E-mail: CBergen@gov.mb.ca

Manitoba Blue Cross

Manitoba Blue Cross offers a variety of health care plans to Manitobans to help supplement provincial government health care services. Coverage for ambulance fees, semi-private hospital room fees, dental care and much more is available through Manitoba Blue Cross.

Travel health coverage is particularly important for anyone travelling outside of Manitoba or Canada, and Manitoba Blue Cross can provide comprehensive coverage. For more information, contact Blue Cross at:

Customer Service
Polo Park Mall
Monday-Friday
9:30 a.m. - 7:00 p.m.

Information Service
Phone: 775-0151
Toll free: 1-800-USE-BLUE
Web site:
www.mb.bluecross.ca

Dental Services

The Faculty of Dentistry at the University of Manitoba operates a clinic for teaching purposes. It is best to phone first to see if your needs can be met, as the availability of services changes throughout the year. Modest fees are charged for dental services provided. There may be a waiting period before the first appointment in the application process. For information and appointments, please call or write:

University of Manitoba
Faculty of Dentistry
790 Bannatyne Avenue
Winnipeg, MB R3E 0W2
Phone: 789-3505

Home Dental Care Program

This outreach program was established in 1985 by the Faculty of Dentistry to provide dental care to patients who find it difficult or impossible to visit a regular clinic. Using the dental mobile van, faculty dentists and hygienists make calls in personal care homes, senior citizens' residences, hospitals and private homes. A wide range of dental services is provided.

Dental fees are based on the Manitoba Dental Association fee guide. Written estimates for treatment are provided before treatment begins. To arrange a dental visit or for more information, contact:

Faculty of Dentistry/
Centre for Community Oral Health
Home Dental Care Program
Phone: 789-3450
Fax: 789-3951

Foot Care

Many senior centres and community resource councils offer foot care for seniors. Contact your senior centre or community resource council for more information. See pages 12, 14.

COMMUNITY HEALTH CENTRES

Mount Carmel Clinic

Mount Carmel Clinic, located in the North End of Winnipeg, is a primary health care centre designed to meet the needs of both individuals and families. The clinic takes a special interest in senior citizens in the community. Staff regularly visit various senior centres within the community to monitor blood pressure and discuss health concerns on an individual basis. Home visits may be arranged. Other services include:

- medical and nursing services;
- dental services;
- lab/x-ray;
- health information;
- diabetes education;
- foot care; and
- social work services.

The Clinic Pharmacy offers help with:

- the purchase of medication on credit;
- filling out Pharmacare applications;
- filling out drug insurance claim forms.

Mount Carmel Clinic
886 Main Street
Winnipeg, MB R2W 5L4
Phone: 582-2311

Health Action Centre

Health Action Centre is a primary health centre. The Centre provides comprehensive health and social services which include a medical clinic, dietary counselling, foot care, a congregate meal program for older adults, outreach and advocacy services, home visits and social support according to individual needs. A Health Services for the Elderly Program is available to older adults referred for clinical and therapy services. There is also access to dental health services, health education sessions and healthy lifestyle teaching. Included on site are additional services such as the Geriatric Program Assessment Team, Home Care and Public Health. Health Action Centre is located in the inner city area and aims to provide services to area residents. For information, contact:

Health Action Centre
425 Elgin Avenue
Winnipeg, MB R3A 1P2
Phone: 947-1626

Aboriginal Health & Wellness Centre of Winnipeg, Inc.

The Aboriginal Health and Wellness Centre of Winnipeg is a community-based health and wellness resource centre committed to serving the Aboriginal community of Winnipeg. All programs and services of AHWC are based on a framework that encompasses the traditional philosophy contained within the teachings of the Medicine Wheel. Programs include a Primary Care Clinic, Social Workers, FAS/E, Abinotci (children's healing), Head Start and Traditional Healers.

Aboriginal Health & Wellness Centre of Winnipeg, Inc.
215-181 Higgins Avenue
Winnipeg, MB R3B 3G1
Phone: 925-3700
Fax: 925-3709

NURSING, THERAPY AND MEDICAL SERVICES

Manitoba Public Health Nursing Services

Throughout Manitoba, Public Health Nursing Services are available to all individuals, families and groups of all ages. Public Health Nurses are available to provide service, discuss health concerns, assess health needs and assist individuals/families to obtain information and necessary services to attain and/or maintain their health at an optimum level. Public Health Nurses provide services in community sites, individual residences and Community Health offices. Individuals or family members may request information about these services from their regional health authority.

Community Therapy Services

Community Therapy Services (CTS) is a non-profit Agency employing rehabilitation professionals in Winnipeg and in most regions of Manitoba.
The Agency's occupational therapists, physiotherapists, and speech language pathologists are university-trained profession-

als who can assist individuals to live independently in their own homes. Most of the Agency's services are funded by Manitoba's Regional Health Authorities and are provided at no cost to eligible clients. For more information on how to access the Agency's services, contact:

Community Therapy Services
201 - 1555 St. James Street
Winnipeg, MB R3H 1B5
Phone: 949-0533
Fax: 942-1428
E-mail: cts@ctsinc.mb.ca

Nor'West Co-op Community Health Centre Inc.

The centre offers multi-disciplinary health services including primary care (three physicians and two primary care nurses), lifestyles, nutrition, diabetes and family violence counselling. The centre also offers community outreach programs for seniors including basic nutrition education, foot care, active living leadership, volunteer program, health screening, income tax and flu shots. For information and appointments, contact:

Nor'West Co-op Health Centre
103 - 61 Tyndall Avenue
Winnipeg, MB R2X 2T4
Phone: 633-5955

Klinic Community Health Centre

The Community Services Program provides in-home health monitoring services and health education for seniors residing in Klinic's geographic catchment area. Services are provided by a multi-disciplinary team that includes Community Nurses, Community Worker, Dietician, Social Worker and Physicians and in collaboration with other community services including Home Care.

Clients must be or come under the care of a Klinic physician, be experiencing chronic physical or mental health issues that limit their ability to attend on site and have limited social or economic resources.

Klinic Community Health Centre
870 Portage Avenue
Winnipeg, MB R3G 0P1
Phone: 784-4090
Fax: 784-4018
E-mail: klinic@klinic.mb.ca
Web Site:
http://www.klinic.mb.ca

Seniors Health Resource Team

A Seniors Health Resource Team, a service of the Winnipeg Regional Health Authority, gives you an opportunity to talk privately with a Registered Nurse and an Occupational Therapist about health concerns, such as nutrition, weight, sleep, safety, mobility, medications, forgetfulness, blood pressure, and caregiving. They also offer health education programs, support groups for diabetes, caregiving, grief and loss, and community development programs such as gardening and walking.

The clinics are being held in five apartment blocks and the Good Neighbours Senior Centre in the River East area. If you would like to make an appointment, please contact:

Seniors Health Resource Team
755 Henderson Highway
Winnipeg, MB R2K 2K5
Phone: 940-2114
Fax: 940-3629

NORTHGATE CLINIC PHARMACY
1399 McPhillips Street
Winnipeg, MB R2V 3C4
Northgate Shopping Centre
T: (204) 338-3060
F: (204) 338-4434
E: dchan@escape.ca

- Free City Wide Prescription Pick-Up And Delivery
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- Compliance Packaging (Blister Packs)
- Crutch Rentals
- Home Health Care Products
  - Canes, Walkers, Bath Aids, Compression Stockings & More

338-3060

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(Charleswood)
6650 Roblin Boulevard
Winnipeg, Manitoba
R3R 2P9

Rupert's Land Caregiver Services

Rupert's Land Caregiver Services offers a range of services to provide support for family caregivers of persons 55 or older. Services include 'time-out' or short-term respite care, assisted transportation in southwest Winnipeg (area codes include R3L, R3M, R3N, R3P and part of R3T), information and help in problem-solving, referral to other community services, telephone support and a newsletter *The Caregivers Page*. For more information, contact:

Rupert's Land Caregiver Services
168 Wilton Street
Winnipeg, MB R3M 3C3
Phone: 452-9491
E-mail: rlcs@mb.sympatico.ca

Caregivers' Support Group

This is an ongoing support group for those caring for elderly relatives. The goal is to provide information on services and resources available to family caregivers and the opportunity to share experiences and ideas with others in similar situations. Information is also available on starting and operating your own support group.

Caregivers' Support Group
636 Grierson Avenue
Winnipeg, MB R3T 2S4
Phone: 269-1765

Hospice & Palliative Care Manitoba (HPCM)

Within the Winnipeg region, the Community Hospice Volunteer Program provides support by trained volunteers to individuals and families who are living with terminal illness or coping with grief. HPCM can provide information on palliative care services available in Manitoba communities and how to access them. HPCM offers an education program to prepare volunteers for hospice work in the community or in an institution. HPCM also hosts the annual palliative care conference (which includes a free public lecture), produces a quarterly newsletter, the *Hospice Companion*, and disseminates information through the Hospice Resource Library. As the provincial voice for hospice palliative care, HPCM encourages communities to become members of the association. For more information, contact:

Hospice & Palliative Care Manitoba
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 889-8525
Toll-free: 1-800-539-0295
Fax: 888-8874

The Family Doctor Connection

The Manitoba College of Family Physicians is a voluntary organization representing family physicians across the province. We strongly believe that all Manitobans should have access to a family doctor. Family doctors care for people of all ages, from infants to the elderly, and focus on all aspects of well-being, including the prevention and management of disease and the pomotion of healthy living. We strive to improve the health of individuals, families and communities.

We are pleased to offer the Family Doctor Connection Program which provides an up-to-date, comprehensive list of Winnipeg family doctors accepting new patients. By calling, you will be assisted personally and provided with the names and telephone numbers of family physicians accepting new patients in your area of residence.

The Family Doctor Connection
Monday-Friday 8:30 a.m. to 4:30 p.m.
Phone: 786-7111

The Wellington
3161 Grant Avenue
Winnipeg, Manitoba R3R 3R1
Tel: 831-0788
E-mail: well.mkg@lrc.ca
www.lrc.ca
LIFESTYLE
Retirement Communities

COUNSELLING AND EMERGENCY SERVICES

Age and Opportunity

Age and Opportunity offers counselling services that identify, inform and assist the elderly and their families. Assistance is available to help seniors cope with the many transitions associated with aging, which include caregiving, grief, retirement, depression, isolation, loneliness, and family relationships. For further information please call:

Age and Opportunity
200 - 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440
E-mail:
agenoppo@ageopportunity.mb.ca
Web site:
www.ageopportunity.mb.ca

PERSONAL AND FAMILY COUNSELLING

Interfaith Marriage and Family Institute

The institute offers family, marriage, and individual counselling services. Counselling for seniors may include issues such as grief, bereavement and illness. There is a sliding fee schedule according to income.

Interfaith Marriage and Family Institute
Room 2S03
515 Portage Avenue
Winnipeg, MB R3B 2E9
Phone: 786-9251
Fax: 772-2547
E-mail: interfaith@uwinnipeg.ca
Web site: www.uwinnipeg.ca

Jewish Child and Family Services to Jewish Older Adults

The agency provides older adults with the necessary support to maintain themselves in an independent living situation in the community at an optimal level of psychological, social and health functioning. The program provides assessments, counselling, links to services and regular monitoring contact. This service also includes supports to holocaust survivors and their families. For further information, contact:

Jewish Child and Family Service
Suite C200
123 Doncaster Street
Winnipeg, MB R3N 2B2
Phone: 477-7430
Emergencies (after hours):
339-4262
E-mail: jcfs@aspercampus.mb.ca

For counselling for immigrant women, please refer to

Immigrant Women's Counselling Services
on page 74.

ELDER ABUSE

Seniors Abuse Line

The Seniors Abuse Line is a confidential information service aimed at providing seniors, family members, professionals, and others with a one-stop information resource on elder abuse. The abuse line staff provide information on community resources and support services that are available throughout Manitoba. An elder abuse consultant is also available to provide education and training, and to assist communities to ensure that services and supports are coordinated and available to abused older persons. For more information, contact:

Seniors Abuse Line
Phone: 945-1884
Toll-free: 1-888-896-7183

Age and Opportunity

Age and Opportunity provides consultation, assessment, and counselling services to seniors who are suspected victims of abuse. For further information, please call:

Age and Opportunity
200-283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440
E-mail:
agenoppo@ageopportunity.mb.ca
Web site:
www.ageopportunity.mb.ca

Women's Shelters

Women's shelters located throughout Manitoba provide short-term emergency shelter for women of all ages who are abused by their partners.

Provincial-wide Crisis Line
1-877-977-0007

Osborne House Winnipeg
Local Crisis Line:
942-3052 (24 hours)
Osborne House Inc.
Administration: 942-7373
Toll-free: 1-800-362-3344

Ikwe-Widdjiitiwin Inc.:
987-2780
Toll-free: 1-800-362-3344

Central Region

South Central Committee on Family Violence
(Genesis House)
Crisis Line: 325-9800
Toll-free: 1-800-340-3331
TTY: 325-8722
Toll-free TTY:
1-800-995-0058
Administration: 325-9957

Portage Women's Shelter Inc.
Crisis Line: 239-5233
Toll-free: 1-800-704-4904
TTY: 239-0665
Toll-free TTY:
1-800-393-0665
Administration: 239-5234

Eastman Region

Eastman Crisis Centre Inc.
(Agape House)
Crisis Line: 346-0028
Toll-free: 1-800-326-3431
Administration: 326-6062

Interlake Region

Nova House Inc.
Crisis Line: 482-1200
Toll-free: 1-800-561-6668
Administration: 482-7882

Norman Region

The Pas Committee for Women in Crisis Inc.
(Aurora House)
Crisis Line: 623-5497
Toll-free: 1-800-240-4658
Administration: 623-7427

Parklands Region

Parkland Crisis Centre Inc.
Crisis Line: 638-9484
Toll-free: 1-800-638-9484
Administration: 622-4620

Thompson Region

Thompson Crisis Centre Inc.
Crisis Line: 778-7273
Toll-free: 1-800-442-0613
Administration: 677-9668

Westman Region

YWCA Westman Women's Shelter
Crisis Line: 727-3644
Toll-free: 1-800-862-2727

ALCOHOL, DRUGS AND GAMBLING PROGRAMS

Addictions Foundation of Manitoba

The Addictions Foundation of Manitoba provides prevention, treatment and rehabilitation services for seniors with problems involving the misuse of alcohol or other drugs and gambling. Treatment services are offered through residential or non-residential programs. To access treatment programs, contact the intake worker.

For men, phone: 944-6200
For women, phone: 944-6229

Problem Gambling Services
Older Persons and Gambling
Consultant: 944-6368

Prevention services establish and maintain local prevention and education programs in response to specific community needs. Specialized workshops are available for seniors and caregivers for seniors. An extensive library and information resource centre on addictions has books, journals, videos, pamphlets, posters, and many other resources available to all Manitobans.

Presentations and consultations may be negotiated on an individual agency basis by contacting Community Prevention Programs:

AFM Winnipeg:

1031 Portage Avenue
Winnipeg, MB R3G 0R8
Phone: 944-6260
Web site: www.afm.mb.ca

AFM Rural Offices:

Altona
Altona Health Centre
R0G 0B0
Phone: 324-8349
Fax: 324-6946

Beausejour
Provincial Building,
1st Street, P.O. Box 50, R0E 0C0
Phone: 268-6166
Fax: 268-1691

Brandon
510 Fredrick Street
R7A 6Z4
Phone: 729-3838
Fax: 729-3844

Dauphin
32-1st Avenue North West
R7N 1G7
Phone: 622-2021
Fax: 638-6077

Flin Flon
2nd Floor - 32 Main Street
R8A 1J6
Phone: 687-1770
Fax: 687-7361

Gimli
P.O. Box 449
R0C 1B0
Phone: 642-5162
Fax: 642-8012

Killarney
P.O. Box 3000
203 South Railway St. East
R0K 1G0
Phone: 523-8158
Fax: 523-5071

Lynn Lake
Friendship Centre
P.O. Box 969
R0B 0W0
Phone: 356-8405
Fax: 356-8416

Neepawa
Box 1779
282 Hamilton St.
R0J 0J0
Phone: 476-7200
Fax: 476-7201

Morden
108-8th Street
R6M 1Y7
Phone: 822-1296
Fax: 822-3794

Morris
c/o Altona Health Centre
Box 660
Altona, MB R0G 0B0
Phone: 746-2240
Fax: 324-6946

Portage la Prairie
2nd Floor
9 Saskatchewan Avenue
R1N 3J9
Phone: 857-8353
Fax: 239-4860

Rossburn
P.O. Box 399
R0J 1V0
Phone: 859-4000
Fax: 859-4001

ADDICTIONS FOUNDATION OF MANITOBA

Are you worried about someone who uses alcohol or other drugs, or gambles too much?

Call the AFM office in your region

Winnipeg	944-6200
Thompson	677-7300
Brandon	729-3838

www.afm.mb.ca

Leading the way to an addiction-free society

Selkirk
3rd Floor, 343 Main Street
R1A 1T3
Phone: 785-2354
Fax: 785-9056

Southport
Box 118
Building 36, Nomad Street
Southport, MB R0H 1N0
Phone: 428-6000
Fax: 428-6611

Swan River
P.O. Box 141
R0L 1Z0
Phone: 734-2030
Fax: 734-9509

Ste. Rose
Willard Monson House
P.O. Box 490 R0L 1S0
Phone: 447-4040
Fax: 447-4050
e-mail: wmh@afm.mb.ca

The Pas
P.O. Box 2039, R9A 1L7
Phone: 627-8140
Fax: 623-6264

Thompson
23 Nickel Road, R8N 0Y4
Phone: 677-7300
Fax: 677-7328

ADDICTIONS SELF-HELP GROUPS

Alcoholics Anonymous

Alcoholics Anonymous is a voluntary, worldwide fellowship of men and women from all walks of life who meet in groups to attain and maintain sobriety. The only requirement for membership is a desire to stop drinking. There are no dues or membership fees. For more information, contact:

Alcoholics Anonymous
208 - 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 942-0126
Fax: 957-5024
Web site: www.aamanitoba.org

Al-Anon/Alateen Central Service

The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope, in order to solve their common problems. Al-Anon has but one purpose - to help families of alcoholics. For more information, please contact:

Al-Anon/Alateen Central Service
202 - 310 Donald Street
Winnipeg, MB R3B 2H4
Phone: 943-6051
Fax: 942-4077

Gamblers Anonymous

Compulsive gambling is an illness progressive in its nature, which can never be cured but can be arrested. There are Gamblers Anonymous meetings in various areas of the city and there are meetings on every day of the week. Please contact the GA answering machine at 582-4823 to find out where and when the meetings occur. The meeting message is updated regularly and if you need to speak to a member of GA, simply leave your first name and the telephone number you want to be called at and a member will call you the same day.

Support services for families are available from GamAnon by calling 775-3535.

Substance Use Management Intervention and Treatment (SUMIT)

SUMIT is a treatment program for chemically dependent individuals 55 years of age and older who are experiencing difficulties with the management of alcohol and other drugs. Sumit program groups are held weekly.

SUMIT Program
Seven Oaks Geriatric Day Hospital
2300 McPhillips Street
Winnipeg, MB R2V 3M3
Phone: 632-3106
E-mail: jillo@sogh.wpg.mb.ca or maurb@sogh.wpg.mb.ca

EMERGENCY ASSISTANCE

Agape Table Inc.

Agape Table provides a hot meal and a meeting place for those in need. Outreach workers provide counselling and referral. Agape Table is open Monday to Friday mornings, 9:00 - 11:30 a.m., extended hours are available for counselling.

All Saints Parish Hall
175 Colony Street
Phone: 786-2370
Outreach Worker
Phone: 783-6369

Salvation Army

The Salvation Army in Manitoba provides emergency assistance and care to help individuals cope with their problems. Rehabilitative programs and counselling services are offered.

Community and Residential Services
- Family Services;
- Men's Residence;
- Women's Residence;
- Anchorage Chemical Dependency Treatment Program;
- Crisis Stabilization Unit (Winnipeg, Selkirk, Brandon) - a short-term residential unit for adults in psychiatric crisis who require specialized services, but do not need hospitalization;
- Mobile Crisis Unit (Winnipeg, Selkirk, Brandon) – a mobile team of professionals who respond to calls for individuals in crisis. Call: 946-9400 (Winnipeg) for more information.

All of the above services are available to seniors.

Hampton Corps & Community Services

The Salvation Army Hampton Corps offers a monthly Senior's Group and a Parish nurse who is available to seniors once a week.

Hampton Corps & Community Services
221 Hampton St.
Winnipeg, MB R3J 1P5
Phone: 888-2641
Fax: 895-9385
E-mail: hampton@escape.ca

The Salvation Army Brandon Corps

The Salvation Army in Brandon, Manitoba offers prescription and minor medical assistance, including equipment such as walkers, canes, and eye glasses. The church also offers pastoral counselling services and assistance with funeral arrangements. Finally, the church has a Senior Men's Group that meets monthly for Breakfast, a 55+ group that meets once a month and a Women's Gathering weekly.

Brandon Corps
9 Princess Ave. E.
Brandon, MB R7A 1R8
Phone: 727-6271
Fax: 727-1752
E-mail: brandonco@mts.net

Red Cross Society

The Red Cross supports other agencies to provide emergency food, clothing and shelter in case of disaster, such as house fires. The Society also provides help in tracing and reuniting family members in Canada and abroad. Non-wheeled walkers, canes, crutches and wheelchairs are available for free short-term (three months) loans with authorization from a physician.

Canadian Red Cross
504 - 240 Graham Avenue
Winnipeg, MB R3C 0J7
Phone: 982-7330
Fax: 942-8367
Web site: www.redcross.ca

Canadian Red Cross
443 - 9th Street
Brandon, MB R7A 4A9
Phone: 729-4970
Fax: 727-0349

Manitoba Farm and Rural Stress Line

The Manitoba Farm and Rural Stress line provides support, counselling, information and referrals over the phone to anyone whose life is in any way affected by farming, agriculture and/or rural living. Counsellors are trained to provide support, to help a person discover and understand the nature of a problem and its effects, explore internal and external resources, and other ways of coping. They will assist a person to make changes the caller believes to be important and will link with community resources most appropriate to help them with their situation.

Call: Toll-free within Manitoba: 1-866-367-3276
Web site: www.gov.mb.ca/agriculture/news/stressline.html or www.ruralstress.ca.

HEALTH AND CHRONIC DISEASE RESOURCES

Medication Information Line for the Elderly (MILE)

The Faculty of Pharmacy at the University of Manitoba offers the Medication Information Line for the Elderly. A pharmacist will take your call and answer your questions about drugs and proper drug use. Hours of operation are Monday to Friday, 9 a.m. to 3 p.m.

Phone: 261-3111
Toll-free: 1-800-432-1960, ext. 6493
Fax: 474-7626
E-mail: vanmiddl@ms.umanitoba.ca

Health Links

Health Links is a telephone information and referral service located at Misericordia Health Centre. Specially trained registered nurses staff the Health Links line to help the public with their health questions and concerns. Health Links offers a 24-hour service, seven days a week.

Phone: 788-8200 or
toll-free: 1-888-315-9257

Wellness Institute at Seven Oaks General Hospital

The Institute offers many programs for adults dealing with a chronic disease, recovering from an illness, or for those interested in health and wellness. The exercise and education based Wellness Pathways, facilitated by a variety of health professionals, include Managing Diabetes, Managing Fibromyalgia, Cardiac Rehabilitation, Weight Management, Arthritis Management, Cancer Wellness, and Smoking Cessation. A Support group is offered for men recovering from Prostate Cancer.

1075 Leila Avenue
Winnipeg, MB R2P 2W7
Phone: 632-3900
Web site:
www.wellnessinstitute.mb.ca

CHRONIC DISEASE INFORMATION RESOURCES

The following organizations are excellent sources of information about chronic diseases. Most provide a variety of services to meet the special needs of persons suffering from the disease.

Alzheimer Society

The Alzheimer Society of Manitoba is part of a national, community-based volunteer organization, whose mission is to alleviate the individual, family and social consequences of

Alzheimer Disease and related disorders while supporting the search for a cure.

Programs include:

- Helpline;
- Information and Support Meetings;
- Early Stage Group;
- Home Activity Partnership Program;
- Alzheimer Wandering Registry;
- Family Education Sessions;
- Professional Education;
- Library;
- Speakers Bureau;
- Research.

For more information, check out our Web site at www.alzheimer.mb.ca or call our **Helpline at 1-800-378-6699.** See below for the Alzheimer Society office nearest you:

Provincial Office
Unit 10 - 120 Donald Street
Winnipeg, MB R3C 4G2
Phone: 943-6622
Fax: 942-5408
E-mail: alzmb@alzheimer.mb.ca

Westman Region Office
437 - 9th Street
Brandon, MB R7A 4A9
Phone: 729-8320
Fax: 726-1082

North Central Region Office
21 Royal Road South,
Box 574
Portage la Prairie, MB R1N 3B9
Phone: 239-4898
Fax: 239-0902

South Central Region Office
204 Main Street, Box 119
Winkler, MB R6W 4A4
Phone: 325-5634
Fax: 325-6496

North Eastman Region Office
Box 76
Whitemouth, MB R0E 2G0
Phone: 348-3505
Fax: 348-2448

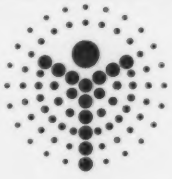
Canadian Cancer Society

The Canadian Cancer Society is a national community-based organization of volunteers whose mission is the eradication of cancer and the enhancement of the quality of life of people with cancer.

The funds raised support research, promote public education, and provide one-to-one peer support (Cancer Connection) for newly diagnosed cancer patients, as well as regular group support sessions. In addition, they provide a volunteer driver service to transport cancer patients to and from cancer treatment.

Canadian Cancer Society
Manitoba Division
193 Sherbrook Street
Winnipeg, MB R3C 2B7
Phone: 774-7483
Cancer Connection
Toll-free: 1-888-532-6982
Cancer Info Service:
1-888-939-3333
E-mail: resources@mb.cancer.ca

Western Region Office
Canadian Cancer Society
Manitoba Division
Lions Manor
415 - 1st Street
Brandon, MB R7A 2W8
Phone: 571-2800
1-888-857-6658
E-mail: dgranger1@mb.cancer.ca



Osteoporosis Society of Canada | La Société de l'Ostéoporose du Canada

Manitoba Chapter

Providing you with...

- Monthly information sessions
- Resources including books, brochures and audio-visual tools
- Trained speakers for presentations and public displays
- Risk assessment information

Osteoporosis Society of Canada, Manitoba Chapter
870 Portage Avenue, Winnipeg, Manitoba R3G 0P1

Winnipeg Phone: 772-3498
Brandon and Area Phone: 571-8399
Carman/Winkler/Morden Phone: 745-3620
The Pas Phone: 627-1406

Canadian Diabetes Association

The Canadian Diabetes Association promotes the health of Canadians through diabetes research, service, education and advocacy. Education series are held in Winnipeg in the spring and fall, and throughout the province. Support groups are available throughout Manitoba. For more information, contact:

Canadian Diabetes Association
102 - 310 Broadway
Winnipeg, MB R3C 0S6
Phone: 925-3800
Toll-free: 1-800-226-8464

Manitoba Region Branches

Westman Office
Community Co-ordinator
727B 10th Street
Brandon, MB R7A 4G7
Phone: 728-2382

Parklands Office
South Parklands Branch Office
Community Co-ordinator
118 Main Street North
Dauphin, MB R7N 1C2
Phone: 638-6248

Eastman Office
Southeast & Steinbach Branch Office
Community Co-ordinator
242 Main St
Steinbach, MB R0A 2A0
Phone: 326-9641

Norman Office
Thompson & Area Branch Office
Community Co-ordinator
303-83 Churchill Drive
Thompson, MB R8N OL5
Phone: 677-5665

Diabetes Education Resource Program

Diabetes Education Resource (DER) Program provides diabetes self-management education to Manitobans with diabetes and their families. This education is provided by trained health professionals (nurse, dietician, etc.) with other members of the diabetes health care team. A physician, health professional or the person requiring diabetes education can make a referral to the DER.

For more information, contact your Regional Health Authority or:

Manager
Diabetes & Chronic Diseases Unit
Public Health Branch
Manitoba Health
4th floor - 300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 788-6732

Heart and Stroke Foundation of Manitoba

The Heart and Stroke Foundation of Manitoba is a non-profit organization that offers information to Manitobans on heart disease and stroke. The mission of the Foundation is to eliminate heart disease and stroke through education, advocacy and research.

We have programs available to help patients and their families cope with living with heart disease and stroke. These programs are offered by trained facilitators throughout Manitoba.

We also have newsletters, brochures, videos and presentations available. Manitobans may also call for general information on heart disease and stroke.

For more information on these programs and resources, contact:

Heart and Stroke Foundation of Manitoba
301 - 352 Donald Street
Winnipeg, MB R3B 2H8
Phone: 949-2000
Toll-free: 1-888-473-4636
E-mail:
inquiries@heartandstroke.mb.ca
Web site:
www.heartandstroke.mb.ca

Heart and Stroke Foundation of Manitoba
3 - 824-18th St.
Brandon, MB R7A 5B7
Phone: 571-4080

Huntington Disease Resource Centre

The Manitoba Huntington Disease Resource Centre assists families and professionals with the many different needs and concerns encountered while dealing with Huntington Disease. Services include information, short-term counselling, referral, mutual support and education and consultation for professionals. For more information, please write or call:

Huntington Disease Resource Centre
825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 772-4617
Fax: 975-3027
E-mail: hdrc@mb.sympatico.ca
Web site: www.hsc-ca.org

Arthritis Society

The Arthritis Society provides programs and services throughout Manitoba and raises funds for arthritis research. For further information, please contact:

The Arthritis Society
105 - 386 Broadway
Winnipeg, MB R3C 3R6
Phone: 942-4892
Toll-free: 1-800-321-1433
Fax: 942-4894
E-mail: info@mb.arthritis.ca
Web site: www.arthritis.ca

The Arthritis Society
153 - 8th Street
Brandon, MB R7A 3W9
Phone: (204) 729-9144
Fax: 728-4344

Manitoba Lung Association

The Manitoba Lung Association is a non-profit, registered health charity. The association's programs and services provide support for persons suffering from lung diseases like asthma and emphysema, help people quit smoking, promote awareness of the health effects of second-hand smoke and support respiratory research in Manitoba. For further information, call or write:

Manitoba Lung Association
629 McDermot Avenue
Winnipeg, MB R3A 1P6
Phone: 774-5501

Manitoba Lung Association
8 - 940 Princess Avenue
Brandon, MB R7A 0P6
Phone: 725-4230
Toll-free: 1-888-262-5864

Multiple Sclerosis Society of Canada

The Multiple Sclerosis (MS) Society provides information and services, such as support counselling, referrals, support groups, social and recreational activities, for persons with MS and their families. For further information and/or assistance, please contact:

Multiple Sclerosis Society of Canada - Manitoba Division
400 - 141 Bannatyne Avenue
Winnipeg, MB R3B 0R3
Phone: 943-9595
Toll-free: 1-800-268-7582
Fax: 943-8444
E-mail:
info.manitoba@mssociety.ca
Web site: www.mssociety.ca

There are chapter offices in Brandon, Portage la Prairie, Morden, Dauphin, and Winnipeg.

Osteoporosis Society of Canada – Manitoba Chapter

The Manitoba Chapter of the Osteoporosis Society of Canada is a not-for-profit organization committed to raising awareness province-wide about the prevention and treatment of Osteoporosis. For more information, contact:

Manitoba Chapter
Osteoporosis Society of Canada
870 Portage Avenue
Winnipeg, MB R3G 0P1
Phone: 772-3498
Fax: 772-7998
E-mail: osteoman@mts.net
Web site: www.osteoporosis.ca

571-8399
(Brandon & surrounding area)
745-3620
(Carman/Winkler/Morden)
627-1406
(The Pas)

Parkinson Society Canada – Manitoba Region

The Parkinson Society Canada – Manitoba Region is a member of the only national charitable organization dedicated to raising funds for research into the cause of Parkinson's Disease, its treatments and cure. The Society provides support services to families and educates the public, organizations and individuals about Parkinson's Disease. Local chapters organize monthly support group meetings, caregiver meetings and young onset meetings, to provide information and support to families and professionals.

Parkinson Society Canada – Manitoba Region

Winnipeg Chapter & Resource Nurse
204 - 825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 786-2637
Fax: 975-3027
E-mail: parky@mts.net
Web site: www.parkinson.ca

Brandon Chapter
1820 Rosser Avenue
Brandon, MB R7B 0C3
Phone: 726-4370

Steinbach Chapter
Box 4947
Steinbach, MB R0A 2A0
Phone: 320-9866

Morden Chapter
306 N. Railway St.
Morden, MB R6M 1S7
Phone: 822-3555

Gimli Chapter
Box 5
Gimli, MB R0C 1B0
Phone: 624-8473

Roblin Chapter
Box 193
Roblin, MB R0L 1P0
Phone: 937-3557

Stroke Recovery Association of Manitoba

Stroke Recovery Association of Manitoba Inc. (SAM) offers services to the survivors of stroke and their families at its centre and in the community. For more information, contact:

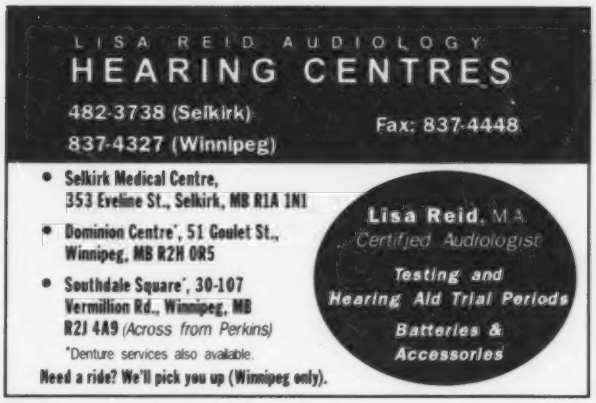
Stroke Recovery Association of Manitoba
1 - 333 Vaughan Street
Winnipeg, MB R3B 3J9
Phone: 942-2880
Fax: 944-1982

Mood Disorders Association of Manitoba Inc.

Staff and volunteers provide support and information for individuals and families in the community and in hospital. The association helps to identify symptoms, educate and encourage clients to seek the treatment they need. For more information, contact:

Mood Disorders Association of Manitoba Inc.
4 - 1000 Notre Dame Avenue
Winnipeg, MB R3E 0N3
Phone: 786-0987
Outside Winnipeg:
1-800-263-1460
Fax: 786-1906
E-mail: sdmdm@depression.mb.ca
Web site:
www.depression.mb.ca

Other organizations that assist individuals coping with chronic diseases are listed in your telephone directory.


LISA REID AUDIOLOGY
HEARING CENTRES
482-3738 (Selkirk)
837-4327 (Winnipeg)
Fax: 837-4448
• Selkirk Medical Centre, 353 Eveline St., Selkirk, MB R1A 1N1
• Dominion Centre*, 51 Goulet St., Winnipeg, MB R2H 0R5
• Southdale Square*, 30-107 Vermillion Rd., Winnipeg, MB R2J 4A9 (Across from Perkins)
*Denture services also available.
Need a ride? We'll pick you up (Winnipeg only).
Lisa Reid, M.A.
Certified Audiologist
Testing and Hearing Aid Trial Periods
Batteries & Accessories

LEGAL AND CONSUMER RIGHTS

CITIZENS' RIGHTS

Ombudsman

To investigate complaints relating to administrative acts, decisions or omissions by departments and agencies of the Provincial and Municipal Governments under *The Ombudsman Act*, and to review compliance with the access to information and protection of privacy rights under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*.

Office of the Ombudsman
Province of Manitoba
750 - 500 Portage Avenue
Winnipeg, MB R3C 3X1
Phone: 982-9130
Toll-free: 1-800-665-0531
Fax: 942-7803
E-mail:
ombudsma@ombudsman.mb.ca
Web site: www.ombudsman.mb.ca

Office of the Ombudsman
Scotia Towers
603 - 1011 Rosser Avenue
Brandon, MB R7A 0L5
Phone: 571-5151
Toll-free: 1-888-543-8230
Fax: 571-5157
E-mail: bran@ombudsman.mb.ca

Manitoba Human Rights Commission

The Manitoba Human Rights Commission administers legislation to further the principle of equality of opportunity and in the exercise of civil and legal rights regardless of status. It receives, investigates and attempts to resolve complaints of unlawful discriminatory practices related to ancestry, ethnic or national origin, religion or creed, age, sex (including pregnancy), gender-determined characteristics, sexual orientation, marital/family status, source of income, political belief, or physical or mental disability.

Protection for individuals under the Human Rights Code is provided in the areas of employment, housing, accommodations, services and facilities, publications, notices and signs, and contracts. There is no charge to the public for the investigative, conciliatory and legal services provided by the Commission. Commission staff respond to requests for consultation, speaking engagements, seminars, workshops and other activities. For more information, or to file a complaint, contact:

The Manitoba Human Rights Commission
7th Fioor, 175 Hargrave Street
Winnipeg, MB R3C 3R8
Phone: 945-3007
TTY: 945-3442
Toll-free: 1-888-884-8681
E-mail: hrc@gov.mb.ca

The Manitoba Human Rights Commission
340 - 9th Street
Brandon, MB R7A 6C2
Phone: 726-6261
TTY: 726-6152
Toll-free: 1-800-201-2551

The Manitoba Human Rights Commission
2nd Floor - Otineka Mall
Box 2550,
The Pas, MB R9A 1K5
Phone: 627-8270
TTY: 623-7892
Toll-Free: 1-800-676-7084
Web site: www.gov.mb.ca/hrc

Social Services Advisory Committee

The Social Services Advisory Committee is an independent appeal board for decisions regarding provincial and municipal social assistance and other programs offered by Manitoba Family Services and Housing, including 55 Plus - A Manitoba Income Supplement Program. Individuals who are in receipt of, or are applying for, any of these assistance programs and who have had their benefits denied, suspended or reduced may wish to file an appeal. The appeal may be filed by sending a letter of appeal to the committee or by completing an appeal form, which is available on request. Normally, an appeal must be filed within 15 days of being notified of the decision to deny, reduce or suspend benefits.

Once an appeal has been filed, a hearing will be scheduled within 15 days and both parties will be given the opportunity to explain their case directly to the committee. Once the hearing is held, a decision is made in private after the hearing. A letter is then sent, usually within 10 days of the hearing, advising of the decision. For further information, please contact the committee directly.

Social Services Advisory Committee
7th floor, 175 Hargrave Street
Winnipeg, MB R3C 3R8
Phone: 945-3003
Toll-free: 1-800-282-8069

The Manitoba Association for Rights and Liberties (MARL)

The Manitoba Association for Rights and Liberties is an advocacy and educational body working for improved human rights protection. MARL is a non-government, non-profit organization whose objective is to promote respect for and observance of fundamental human rights and civil liberties. MARL examines all new government legislation for possible human rights infringements and presents briefs on its concerns and recommendations when applicable. For more information, contact:

Manitoba Association for Rights and Liberties
507 - 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 947-0213
Fax: 946-0403
E-mail: marl@escape.ca

LEGAL SERVICES

Community Legal Education Association (CLEA)

CLEA is a non-profit organization with a mandate to increase access to justice by increasing knowledge of the law and the legal system. CLEA provides a telephone information and lawyer referral service (see Law Phone-In and Lawyer Referral Program), speakers' bureau, legal information publications, public law classes and workshops, as well as a variety of special initiatives including ongoing programming to promote the development of legal education in the school system. For further information, contact:

Community Legal Education Association
501 - 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 943-2382
Toll-free: 1-800-262-8800
Fax: 943-3600
E-mail: info@communitylegal.mb.ca
Web site:
www.acjnet.org/white/clea

Law Phone-In and Lawyer Referral Program

This office provides legal information over the phone on many types of legal problems and can refer you to a lawyer if necessary. A referral lawyer will not charge for the first half-hour of consultation. "Shut-in" lawyers are prepared to visit ill, disabled or elderly clients in hospital or at home. This service refers callers

to law-related agencies. When you have a question on a legal matter, contact:

Law Phone-in and Lawyer Referral Program
Phone: 943-2305
Toll-free: 1-800-262-8800
Fax: 943-3600
E-mail: info@community legal.mb.ca

This is a phone-in service. Your call will either be answered directly or you will be asked to leave your name and number on the answering machine and a lawyer on staff will return your call at a time convenient for you.

Legal Aid Manitoba

Legal Aid Manitoba assists individuals and groups who require the services of a lawyer and who do not have the means to obtain those services. Free legal advice and information are available at 416 - 294 Portage Avenue from 1:30 to 6:00 p.m., Tuesdays to Thursdays without an appointment. Advice and information are also available from our community law offices in Brandon, Dauphin, The Pas and Thompson. Please call to make arrangements.

General legal advice and information are available at selected centres in Winnipeg as a service of the Age and Opportunity Centre on a cost-recovery basis with the assistance of Legal Aid Manitoba.

If you need a lawyer to represent you, then an application should be made through a Legal Aid office, or by contacting any private lawyer who participates in the plan. A $25 application fee is required and is non-refundable. There are exceptions to the application fee and when speaking to the lawyer/paralegal taking your application, ask them about the exceptions. Eligibility is based on your income level and the type of case involved. Representation is provided for serious criminal charges, family matters and other civil proceedings. If you are eligible for Legal Aid, you may, in most cases, choose any lawyer who is listed on the Legal Aid panel.

Legal Aid Manitoba
402 - 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 985-8500
Toll-free: 1-800-261-2960

Westman Community Law Office
1239 Princess Avenue
Brandon, MB R7A 0R2
Phone: 729-3484
Toll-free: 1-800-876-7326

Parklands Community Law Office
31 - 3rd Avenue
Dauphin, MB R7N 0Y5
Phone: 622-7000
Toll-free: 1-800-810-6977

Northlands Community Law Office
Box 2429, 236 Edwards Avenue
The Pas, MB R9A 1M2
Phone: 627-4820
Toll-free: 1-800-268-9790

Thompson Community Law Office
3 Station Road
Thompson, MB R8N 0N3
Phone: 677-1211
Toll-free: 1-800-665-0656

Mediation Services

Mediation Services is a program promoting peace and restorative justice within the community. Through education and mediation, people learn to resolve conflict using non-violent conflict resolution processes. A mediator is an impartial person who assists people in defining the issues in the dispute, and in using a problem-solving process to arrive at an acceptable outcome for all parties. In addition to the victim/offender and community mediation programs, numerous workshops are offered each year in the area of conflict resolution and mediation skills. For more information, contact:

Mediation Services
1200 Portage Avenue,
3rd Floor
Winnipeg, MB R3G 0T5
Phone: 925-3410
Fax: 925-3414
E-mail: info@mediation serviceswpg.ca

The Public Trustee

The Public Trustee provides trustee services for a fee to the people of Manitoba in situations where no one else is capable or willing to do so. The Public Trustee provides the following types of trustee services:

- Administering estates and making personal decisions for people who are not mentally capable of doing so;
- Administering the estates of mentally competent people who have granted a Power of Attorney to The Public Trustee;

- Administering the estates of people who have died in Manitoba with no one else capable or willing to act as administrator;
- Administering trust monies for people under 18 years of age;
- Administering some adult trusts.

The Public Trustee
1330 Woodsworth Building
405 Broadway
Winnipeg, MB R3C 3L6
Phone: 945-2700
Fax: 948-2251
E-mail: publictrustee@gov.mb.ca
Web site: www.gov.mb.ca/justice/additional/public.html

The Public Trustee
340 - 9th Street, Room 111
Brandon, MB R7A 6C2
Phone: 726-7025

CONSUMER RIGHTS

Consumers' Bureau

The Consumers' Bureau administers consumer protection legislation for the Province of Manitoba. The statutes include: *The Consumer Protection Act, The Business Practices Act, The Personal Investigations Act, The Charities Endorsement Act, The Hearing Aid Act* and *The Bedding Upholstered and Stuffed Articles Regulation* under *The Public Health Act*. In the course of its duties it:

- licenses companies and individuals that direct sell;
- licenses collection agents and registers collectors;
- certifies hearing aid dealers;
- authorizes charitable fund raising;
- registers manufacturers and renovators of stuffed articles.

If you have a question or complaint about a purchase, repair, door-to-door sale, debt collection, charitable fund raiser or any business practice that affects you as a consumer, contact the Consumers' Bureau at:

Consumers' Bureau
Consumer and Corporate Affairs
302 - 258 Portage Avenue
Winnipeg, MB R3C 0B6
Phone: 945-3800
Toll-free: 1-800-782-0067
E-mail:
consumersbureau@gov.mb.ca

Consumer Education Program

The Consumers' Bureau Consumer Education Program facilitates presentations called Senior Power: Protect Yourself, which helps senior consumers recognize and avoid becoming the victims of consumer fraud and scams, how to assert themselves as consumers and provides information on where to go for help should a problem arise in the marketplace. To book a presentation for your senior group, contact:

Volunteer Program Manager
Consumer Education
Consumers' Bureau
Consumer and Corporate Affairs
302 - 258 Portage Avenue
Winnipeg, MB R3C 0B6
Phone: 945-4421
Toll-free: 1-800-782-0067
E-mail:
consumersbureau@gov.mb.ca

Manitoba Securities Commission

The Manitoba Securities Commission is an independent agency of the Government of Manitoba which regulates the securities (investment) industry in the province. Anyone selling securities in Manitoba has to register with the Commission. The Commission also deals with complaints against registrants. If you wish to ensure that you are dealing with someone who is registered to sell securities you can find out by telephoning the Commission at 945-2548 or visiting our website, where registrants are listed, at www.msc.gov.mb.ca. If you feel you have been treated unfairly by an investment advisor you should call the above number and ask to speak with one of our investigators. Groups wishing to receive a presentation designed to assist seniors to avoid investment scams can also call the Commission at 945-2548.

Consumers' Association of Canada (Manitoba)

The Manitoba Branch of the Consumers' Association of Canada (CAC Manitoba) is a non-profit, volunteer organization that works to inform consumers and represent the consumer interest in Manitoba.

CAC Manitoba operates an InfoCentre containing information on a wide range of topics including product testing and pre-purchase information, how and where to complain, how to protect against frauds and

scams, and other issues facing seniors in the marketplace.

The InfoCentre has a consumer information phone line that is toll-free in Manitoba, and offers a referral service to help consumers access the agency, government department or organization that will best meet their needs.

CAC Manitoba InfoCentre
21 - 222 Osborne St. S.
Winnipeg, MB R3L 1Z3
Phone: 452-2572
Toll-free: 1-888-596-0900
E-mail:
info@consumermanitoba.ca
Web site:
www.consumermanitoba.ca

VICTIM SERVICES

Victim/Witness Assistance Program

This program provides a wide range of services to assist victims and witnesses of crime, throughout their experience with the criminal court process. Staff provide information, court-related information, support and referrals. They will:

- review the court procedures with a victim/witness;
- provide court orientation;
- assist with preparing the senior for his/her testimony;
- support the senior in court;
- identify any special needs of the victim/witness;
- offer short-term emotional help;
- arrange for interpreters, transportation or other assistance for victims and witnesses who may have special needs; and
- assist to prepare a Victim Impact Statement.

For more information, contact:

Victim/Witness Assistance Program
Phone: 945-3594
Toll-free: 1-800-282-8069

Women's Advocacy Program

The primary focus of the program is to provide support, assistance and information to female victims of domestic violence. The goal is to enhance the woman's ability to make informed choices, and potentially increase their level of safety and the safety of those close to them. The program provides legal and resource information. It also advises women of their options, rights and responsibilities as a victim of crime.

The program networks with Prosecutions and other service providers within the criminal justice system.

Phone:
945-6851 (Winnipeg)
726-6515 (Brandon)
627-8483 (The Pas)
677-6368 (Thompson)
785-5213 (Selkirk)

Age and Opportunity Older Victim Services

Older Victim Services provides assistance and information to older victims of crime in the Winnipeg area. Age and Opportunity offers this service in co-operation with the Winnipeg Police Service. Other areas of assistance are:

- Helping older persons during the police investigation;
- Insurance and property matters;
- Applications for financial compensation for personal injuries;
- Providing emotional support; and
- Crime prevention education.

For more information, contact:

Age and Opportunity
Older Victim Services
200 - 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440
E-mail: agenoppo@
ageopportunity.mb.ca
Web site:
www.ageopportunity.mb.ca

Combat Auto Theft (CAT)

Combat Auto Theft, sponsored by Manitoba Public Insurance is an automobile identification program designed to reduce the risk of auto theft. Participants register at no charge and affix a high-visibility decal on their vehicle. This indicates to police and would-be thieves that the automobile is not normally driven between 1-5 a.m. and may be stopped to verify the driver's licence and vehicle registration.

Winnipeg residents may register at any Autopac claim centre, or any Winnipeg Police Service location. For further information, contact:

Manitoba Public Insurance
Phone: 985-7199
Toll-free: 1-800-261-9928
or Winnipeg Police Service
Community Relations
Department
Phone: 986-6322

Manitoba residents outside Winnipeg may register at the participating police service in your area:

324-5353 (Altona)
729-2345 (Brandon)
668-8322 (East St. Paul)
822-4900 (Morden)
328-7430 (Rivers)
325-9990 (Winkler)
RCMP detachments

Phone Fraud

Every year countless Manitobans fall victim to telephone fraud - commonly disguised as a prize offer or deal you don't want to miss out on. If you receive a telephone call from someone who claims you have won a prize but before you can receive it you have to buy something or send money to cover taxes, handling fees, legal fees or other costs, you are very likely being scammed. PhoneBUSTERS is the national call centre for telemarketing fraud in Canada. They want to hear from you Toll-free at 1(888) 495-8501 if you suspect you have been the target of telephone fraud. Coordinated by the Ontario Provincial Police Anti-Rackets in partnership with the Royal Canadian Mounted Police.

PhoneBUSTERS
Toll-free: 1-888-495-8501
Fax: 1-888-654-9426
E-mail: info@phonebusters.com
Web site: www.phonebusters.com

Block Parents

The Block Parent program was originally designed to protect children in the community. The program now extends to anyone, young or old, who feels they need assistance and have nowhere to turn. Block Parents display a sign in their window which indicates to persons in distress that they may receive immediate help at that home in an emergency. For more information about the program and becoming a Block Parent, contact:

The Block Parent Program of
Winnipeg Inc.
466 Gertrude Avenue
Winnipeg, MB R3L 0M8
Phone: 284-7562
Toll-free: 1-800-663-1134
Web site:
www.winnipegblockparents.mb.ca

Additional information may be obtained through your local community police office or RCMP detachment.

FITNESS AND RECREATION

Recreation and Wellness Promotion Branch

The Recreation and Wellness Promotion Branch helps to improve individual and community well-being through recreation, physical activity and wellness promotion. For more information, contact:

Manitoba Culture, Heritage and Tourism
Recreation and Wellness Promotion Branch
6th Floor, 213 Notre Dame Ave.
Winnipeg, MB R3B 1N3
Phone: 945-3766

Recreation for Special Populations

The Recreation Consultant for Special Populations liaises with municipal, provincial, and federal organizations and departments in regards to issues, research and special projects relating to recreation for seniors, people with a disability, and people in at risk situations.

Recreation Consultant for Special Populations
Manitoba Culture, Heritage and Tourism
6th floor, 213 Notre Dame
Winnipeg, MB R3B 1N3
Phone: 945-3766

Link to Health Promotion Program

The Manitoba Fitness Council (MFC) is a non-profit organization dedicated to promoting quality in fitness leadership training in order to provide Manitobans with safe, effective and enjoyable exercise programs. The MFC establishes scope and standards of practice, and direction of fitness leadership and appraisal through training, education, consulting and networking. The MFC promotes active living for Manitobans through the activities of its members. MFC accreditation is the acknowledged standard for fitness leaders in Manitoba and trains fitness leaders to lead programs specifically for older adults. The MFC manages a speaker bureau for physical activity for Older Adults for a variety of community groups. For more information contact:

Manitoba Fitness Council
Room 102 Frank Kennedy Centre
University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 474-8644
Toll-free: 1-800-432-1960, ext. 8644
Fax: 474-7634
E-mail: reinhard@ms.umanitoba.ca

Rose and Max Rady Jewish Community Centre

The Rady Jewish Community Centre houses the Stay Young Centre, which offers seniors a range of activities including cultural, educational and fitness programs.

Rose and Max Rady Jewish Community Centre
Suite B100
123 Doncaster Street
Winnipeg, MB R3N 2B3
Phone: 477-7510

Wellness Institute at Seven Oaks General Hospital

A broad spectrum of services is offered in a fully accessible medical fitness facility for adults of all abilities. Programs include rehabilitation and disease management programs, health education programs (e.g.: Nutritional Programs, Lifestyle Wellness Programs, Special Interest Programs etc.) fitness programs and social wellness activities.

1075 Leila Avenue
Winnipeg, MB R2P 2W7
Phone: 632-3900
Website:
www.wellnessinstitute.mb.ca

Rural and Northern Recreation Directors

Rural and northern recreation directors are employed by the local municipality or governing body to provide a wide range of recreation opportunities to people of all ages in their community or district.

Recreation directors may provide information on grants, board development, recreation activities, seniors' games and volunteering. If you are not sure whether your community has a recreation director, call your municipal office or the regional office of Culture, Heritage and Tourism nearest you.

Phone:
726-6066 (Brandon)
822-5418 (Morden)
268-6018 (Beausejour)
642-6006 (Gimli)
622-2022 (Dauphin)
677-6780 (Thompson)
627-8213 (The Pas)

Kinsmen Reh-Fit Centre

The centre opened in 1979 as the first Wellness and Cardiac Rehab facility in Manitoba. The centre is a non-profit charitable organization whose mission is to provide personalized, professional, health and fitness services. This is accomplished through assessment, education and encouragement in a caring environment for health conscious adults.

Annual membership entitles individuals to a wide variety of programs and services. The general public can also access many of these benefits for an additional fee.

Kinsmen Reh-Fit Centre
1390 Taylor Avenue
Winnipeg, MB R3M 3V8
Phone: 488-8023

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1075 Leila Ave. Ph: 632-3900
www.wellnessinstitute.mb.ca
Wellness Institute

City of Winnipeg, Community Services Department

A variety of recreation services and opportunities are offered for senior citizens through the City of Winnipeg Community Services Department. Professional recreation staff are available to help senior citizens participate in recreation programs that meet their needs and interests.

To find out what is available in your area, consult your City of Winnipeg Leisure Guide or
Phone: 986-7760
Fax: 986-5058
E-mail:
pvernaus@city.winnipeg.mb.ca
Web site:
www.city.winnipeg.mb.ca/cms-prod/leisureguide.htm

YMCA – YWCA of Winnipeg

The YMCA-YWCA has a variety of special programs available. Seniors' groups operate in all YMCA-YWCA branches. For more information as to specific programs and times, contact the YMCA-YWCA in your neighbourhood.

YMCA-YWCA of Winnipeg
301 Vaughan Street
Winnipeg, MB R3B 2N7
Phone: 947-3044
Web site:
www.ymcaywca.mb.ca

Elmwood-Kildonan
454 Kimberley Avenue
Winnipeg, MB R2K 0X8
Phone: 668-8140

South Winnipeg Branch
5 Fermor Avenue
Winnipeg, MB R2M 0Y1
Phone: 233-3476

Brandon
YMCA
231 - 8th Street
Brandon, MB R7A 3X2
Phone: 727-5456

YWCA
148 - 11th Street
Brandon, MB R7A 4J4
Phone: 727-5014
E-mail: YWCA@galaxy.mb.ca

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RESOURCES FOR NEWCOMER SENIORS

Age and Opportunity English for Seniors Program

Age and Opportunity offers English as a Second Language (ESL) classes for immigrant seniors 55 years and older. The program also teaches Canadian life skills and promotes an awareness of senior services and activities that are available to them.

Classes are held mornings, afternoons, evenings and weekends and are offered at nine different locations throughout the city. For more information, contact:

Age and Opportunity
200 - 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-9739 or 956-6440
Fax: 946-5667
E-mail:
esl@ageopportunity.mb.ca
Web site:
www.ageopportunity.mb.ca

Immigrant Women's Association of Manitoba, Inc.

The Immigrant Women's Association, Inc. was formed in 1983 to address the concerns of immigrant women and their families. The programs offered include: advocacy, referral and public education and information.

Immigrant Women's Association of Manitoba, Inc.
4th Floor Library,
University of Winnipeg,
515 Portage Ave.
Winnipeg, MB R3B 2E9
Phone: 989-5800
Fax: 989-5807

Immigrant Women's Counselling Services

The Immigrant Women's Counselling Services works with immigrant women to provide:

- Multilingual counselling and support for immigrant women and women in cross-cultural relationships, who are in crisis, transition in their lives, or facing domestic violence;
- Information and referral service, volunteer program, public education and drop-in services.

Immigrant Women's Counselling Services
200-323 Portage Ave.
Winnipeg, MB R3B 2C1
Phone: 953-4100
Fax: 953-4107

Immigration and Multiculturalism Division Manitoba Labour and Immigration

One of the roles of the Division is to ensure the successful integration of immigrants to Manitoba, including immigrant seniors. This is accomplished through the coordination and funding of settlement and English as a Second Language Programs.

The Community-Based Language Training (CBLT), in partnership with Age and Opportunity Centre Inc., provides an opportunity for immigrant seniors to learn everyday English.

If you are interested in attending these classes, contact 956-9739 (English for Seniors at Age and Opportunity Centre Inc.).

Immigration and
Multiculturalism Division
500 - 213 Notre Dame Avenue
Winnipeg, MB R3B 1N3
Phone: 945-6300
Web site:
www.immigratemanitoba.com

The International Centre

The International Centre is an immigrant serving agency providing a comprehensive range of settlement services, including:

- assistance with locating permanent living accommodations;
- settlement counselling;
- orientation classes;
- immigration assistance;
- employment assistance;
- volunteer programs;
- Language Bank - offering 24-hour interpretation and translation services in more than 80 languages and dialects. Notary public services are also available.

International Centre of Winnipeg
406 Edmonton Street
Winnipeg, MB R3B 2M2
Phone: 943-9158
Fax: 949-0734
E-mail: icentre@icwpg.mb.ca
Web site: www.icwpg.mb.ca

Language Bank

The International Centre's Language Bank provides interpreters on a 24-hour-a-day basis in over 80 languages and dialects. Translators are also provided to verify or complete translations. Volunteers do this work for the police, hospitals, courts and other social agencies as well as for the public, especially newly arrived refugees and immigrants. Notary public services are also provided at a very reasonable rate.

The Language Bank
406 Edmonton Street
Winnipeg, MB R3B 2M2
Phone: 943-9158

Pluri-elles Manitoba

Pluri-elles (Manitoba) Inc. is a centre that offers services to francophones living in the Province of Manitoba. Pluri-elles offers individual and group counselling, a literacy program and a job reintegration program or job research. All the programs and services are free. For further information, please contact:

Pluri-elles Manitoba Inc.
570 Des Meurons Street
Winnipeg, MB R2H 2P8
Phone: (204) 233-1735
Toll-Free: 1-800-207-5874
E-mail: pluri-elles@shaw.ca

Welcome Place

Welcome Place provides services to refugee newcomers (Government Assisted, Privately Sponsored Refugees, and Refugee Claimants). Services include:

- Reception and temporary accommodation;
- Settlement & Orientation;
- Sponsorship Services;
- Inland Refugee Claim Assistance.

Welcome Place
397 Carlton Street
Winnipeg, MB R3B 2K9
Phone: (204) 977-1000
Web Site: www.miic.ca

Jewish Child & Family Service

Jewish Child & Family Service provides counselling services to the general community; supportive services to seniors and their families, including supports for Holocaust survivors; community mental health to adult clients and their families; newcomer resettlement integration; volunteer program including support to seniors; and family life education. Services offered in English, Yiddish, Russian, Ukrainian, Hebrew and Spanish.

Jewish Child & Family Service
C200 – 123 Doncaster Street
Winnipeg, MB R3N 2B2
Phone: 477-7430
Fax: 477-7450
Email: jcfs@aspercampus.mb.ca
Web Site:
www.jewishwinnipg.org/jcfs

Society for Manitobans with Disabilities

The Society for Manitobans with Disabilities has an ethnocultural program that provides services to all Manitobans with disabilities, not just physical. They have nine staff who represent different ethnocultural communities, who provide translation and cultural interpretation services. They help link clients to appropriate services.

Society for Manitobans with Disabilities
825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: (204) 975-3067
Email: jperron@smd.mb.ca
Web Site: www.smd-services.com

INDEX

A

Aboriginal Health & Wellness Centre of Winnipeg, Inc. 52
AccessAbility 37
Addictions Foundation of Manitoba 56–57
  AFM Rural Offices 57
    Altona 57
    Beausejour 57
    Brandon 57
    Dauphin 57
    Flin Flon 57
    Gimli 57
    Killarney 57
    Lynn Lake 57
    Morden 57
    Morris 57
    Neepawa 57
    Portage la Prairie 57
    Rossburn 57
    Selkirk 58
    Southport 58
    Ste. Rose 58
    Swan River 58
    The Pas 58
    Thompson 58
  AFM Winnipeg 57
Addictions Self-Help Groups 58
Agape Table Inc. 58
Age and Opportunity 12, 55, 56
Age and Opportunity English for Seniors Program 74
Age and Opportunity Older Victim Services 69
Age and Opportunity Senior Centres 12
  NorWin 55+ Active Living Centre 472 Selkirk Avenue 12
  NorWin 55+ Active Living Centre 817 Main Street 12
  Smith Street Senior Centre 12
  St. Vital/St. Boniface Senior Centre 12
  Stradbrook Senior Centre 12
  West End Senior Centre 12
Al-Anon/Alateen Central Service 58
Alcohol, Drugs and Gambling Programs 56
Alcoholics Anonymous 58
Allowance For The Survivor 24
Alzheimer Society 60–61
Apartment Rental Options 29
Arthritis Society 63
Assignment of Pensions 24
Assistive Devices 37

B

Baptismal Certificates 22
Birth Certificates 22
Block Parents 70
Bureau of Pensions Advocates 25

C

Canada Pension Plan (CPP) 24
Canada Pension Plan Summary 24–25
Canadian Cancer Society 61
Canadian Diabetes Association 62
Canadian Elderhostel and Other Programs 9
Canadian National Institute for the Blind (CNIB) Manitoba Division 37
Canadian Red Cross Society 50

Caregivers' Support Group 54
Centre de ressources communautaire 7
Centre on Aging 9–10
Chronic Disease Information Resources 60
Circle of Life Thunderbird House 14
Citizens' Inquiry Service 7
Citizens' Rights 65
City of Winnipeg, Community Services Department 73
Co-operative Development Services 20–21
Co-operative Housing 30
Combat Auto Theft (CAT) 69–70
Commercial Housing 30
Communication and Swallowing Problems 39
Community Financial Counselling Service 28
Community Health Centres 52
Community Home Services 33
Community Legal Education Association (CLEA) 66
Community Maintenance Programs 33
Community Resource Councils - Transportation Services 34
Community Seniors Resource Councils (Support Services to Seniors) 14
(North) Central Region 15–16
Cartier Senior Citizens Support Committee Inc. 15
Gladstone and Area Seniors Support Program-Gladstone 16
Headingley Senior Services Incorporated 16
MacGregor-Austin Seniors Support Program 16
Portage Services for Seniors Inc. 16
(North) Eastman Region 16
Helping Eastlake People Centre 16
Springfield Services to Seniors 16
Two Rivers Seniors Resource - Lac Du Bonnet 16
Two Rivers Seniors Resource Council Inc. - Whitemouth 16
Winnipeg River Resource Council Incorporated 16
(South) Central Region 16
Carman Community Seniors 16
Lorne Community Support Services 16
Louise Community Services 16
Morden Services for Seniors Inc. 16
Morris Area Senior Services 16
Pembina Community Resource Council 16
Rhineland CARE 16
Winkler and District Multi-Purpose Senior Centre Inc. 16
(South) Eastman Region 17
Fernwood Place 17
LGD of Piney Community Resource Council Inc. 17
Niverville Senior Services 17
Parkview Complex 17
R.M. of De Salaberry Seniors Resource Program 17
Senior Service pour Aînées 17
Serving Seniors Inc. 17
Villa Youville Inc. 17
Vita and District Resource Council Inc. 17
Woodhaven Manor 17
(South) Westman Region 18–19
MILES for Seniors - Maintaining Independent Living with Extended Services for Seniors 19
Senior Services of Antler River 19
Seniors Access to Independent Living Inc. (SAIL) 18–19
Seniors Helping Hand of Alstone Inc. 19
Seniors Independent Services 18
Seniors Independent Services (SIS) 19
Seniors Organized Services of Souris Valley Inc. (SOS) 18–19
Seniors Outreach Services of Bren-Win Inc. 18–19
Seniors Services of Roblin-Cartwright 18
Services for Seniors of Turtle Mountain Area Inc. 18
Share Our Services (SOS) 19
Brandon Region 14
Seniors for Seniors Co-op Inc. 14
Burntwood Region 15
Thompson Seniors Resource Council 15
Interlake Region 17–18
Arborg and District Seniors Resource Council 17
Eriksdale Community Resource Council Inc. 17–18

Fisher Branch Seniors Resource Council 17
Gimli Seniors Resource Council Inc. 18
Gordon Howard Support Services 18
Living Independence for Elders - LIFE 17
Lundar Community Resource Council 18
Riverton Seniors Resource Program 18
South Interlake Seniors Resource Council Inc. 18
St. Laurent Senior Resource Council Inc. 18
Teulon and District Seniors Resource Council 18
Marquette Region 14–15
Carberry Plains Services for Seniors 14
Erickson-Onanole Services to Seniors 14
Hamiota Seniors Council Inc. 14
Home Assistance in Neepawa and District Inc. (HAND) 15
Miniota Municipal Services to Seniors & Parkissimo Lodge Inc. 15
Minnedosa and District Services to Seniors 15
Rossburn and District Services for Seniors 15
Senior Services of Prairie-Parkland Inc. 15
Senior Services of Rivers-Rapid 15
Senior Services of Rivers-Rapid City and District Inc. 15
Seniors Services of Banner County Inc. 14
Support Services to Seniors, Foxwarren 14
Woodworth Seniors Services 14
Parkland Region 18
Dauphin and District Services for Seniors 18
Grandview and District 18
Lawrence Resource Council 18
McCreary Support Service to Seniors/People Helping People 18
Roblin and District Community Help Centre Inc. 18
Ste. Rose and District Community Resource Council 18
Swan River and District Community Resource Council 18
Winnipeg Region 19–20
Boni-Vital Council for Seniors 19
Broadway Seniors Resource Council 19
Downtown Seniors Resource Council 20
Keewatin/Inkster Neighbourhood Resource Council Inc. 20
Middlechurch Community Services 20
North Winnipeg Community Council for Seniors Inc. 20
River East Council for Seniors 20
South Winnipeg Seniors Resource Council 20
St. James/Assiniboia Senior Centre Inc. 20
Transcona Council for Seniors 20
Community Therapy Services 52–53
Complaint Process for Personal Care Homes 48
Congratulatory Messages 7–8
Congregate Meals 35
Consumer Education Program 68
Consumer Rights 68
Consumers' Association of Canada (Manitoba) 68–69
Consumers' Bureau 68
CONTACT Community Information 7
Creative Retirement Manitoba 11–12
Credit Splitting 24

D

Deaf Centre 285 Pembina Inc. 39
Dental Services 51
Diabetes Education Resource Program 62
Disability Pensions 24

E

Elder Abuse 56
Emergency Assistance 58
Emergency Repair Program (ERP) 32
Community Housing Managers of Manitoba 32
Family Services & Housing Capital Planning Services 32
Employment Insurance 25
Eyeglass Program 51

F

Family Doctor Connection 54
Farmers Estate Counselling 28
Federal Income Security Programs 23
Fifty-Five Plus - A Manitoba Income Supplement 26

Financial Counselling 28
Foot Care 51–52

G

Gamblers Anonymous 58
Grants and Resources Manual 21
Guaranteed Income Supplement (GIS) 23
Guide Book for Travellers with Disabilities 37

H

Handi-Transit 34
Hard of Hearing Services 39
Health Action Centre 52
Health Links 60
Hearing Instrument Practitioners 39
Hearing Problems 38
Heart and Stroke Foundation of Manitoba 62
Heritage Information 9
Home Adaptations for Seniors' Independence (HASI) 32
Home Care Appeal Panel 47
Home Care Program 42
  Rural District Offices 42–47
    Brandon 43
    Burntwood Region 42–43
    Central 43
    Churchill 43
    Interlake 43–44
    Marquette 44
    Nor-Man 45
    North Eastman 45–46
    Parkland 45
    South Eastman 46–47
    South Westman 46
Home Dental Care Program 51
Home Improvement Assistance 31
Home Maintenance Assistance 32
Homeowner Emergency Loan Program (HELP) 32
Hospice & Palliative Care Manitoba (HPCM) 54
Housing Information 30
How To Apply For Benefits 22
Human Resources Development Canada Income Security Programs 23
Huntington Disease Resource Centre 62

I

Immigrant Women's Association of Manitoba, Inc. 74
Immigrant Women's Counselling Services 74
Immigration and Multiculturalism Division Manitoba Labour and Immigration 75
Income Tax Services 27
Independent Interpreter Referral Service 39–40
Independent Living Resource Centre 36
Interfaith Marriage and Family Institute 55
International Centre 75

J

Jewish Child and Family Services to Jewish Older Adults 55–56

K

Kekinan Centre Inc. 30
Kinsmen Reh-Fit Centre 72

Klinic Community Health Centre 53

L

La Fédération des aînés franco-manitobains inc. 11
Language Bank 75
Large Print Books 38
Law Phone-In and Lawyer Referral Program 66–67
Legal Aid Manitoba 67
Legal Services 66
Library Services 8
Life Lease Tenancy 30
Link to Health Promotion Program 71

M

Manitoba Association on Gerontology 10
Manitoba Association for Rights and Liberties (MARL) 66
Manitoba Blue Cross 51
Manitoba Community Services Council, Inc. 21
Manitoba Council on Aging 6
Manitoba Deaf-Blind Association Inc. 40
Manitoba Farm and Rural Stress Line 59
Manitoba Health - Insured Benefits 50
Manitoba Housing Authority 29
  Rural District Offices 29–30
    Churchill 29
    Eastman/Interlake 29
    North Central 30
    Northern 30
    Parkland East 29
    Parkland West 30
    South West 29
Manitoba Human Rights Commission 65–66
Manitoba League of Persons with Disabilities Inc. 35–36
Manitoba Legislative Library 8

Manitoba Lung Association 63
Manitoba Pension Commission 26
Manitoba Public Health Nursing Services 52
Manitoba Securities Commission 68
Manitoba Seniors Directorate 6
Manitoba Society of Seniors Inc. 11
Manitoba Society of Seniors Journal 10
Manitoba Telecom Services Inc. 40
Meal Programs 35
Meals on Wheels 35
Mediation Services 67
Medical Equipment and Supplies 50
Medication Information Line for the Elderly (MILE) 60
Metis Resource Centre 9
Mood Disorders Association of Manitoba Inc. 64
Mount Carmel Clinic 52
Multiple Sclerosis Society of Canada 63

N

Newspapers 10
Nor'West Co-op Community Health Centre Inc. 53
Nursing, Therapy and Medical Services 52

O

Old Age Security (OAS) 23
Ombudsman 65
Osteoporosis Society of Canada – Manitoba Chapter 63
Other Documents 22–23
Other Federal Benefits 25
Other Library Services 8
  Public Library Services 8
  Winnipeg Public Library 8
Other Winnipeg Senior Centres 12–13
  Charleswood Senior Centre 13
  Good Neighbours Seniors Centre 12
  Gwen Secter Creative Living Centre 12
  St. James/Assiniboia Senior Centre Inc. 13
  Stay Young Centre 13

P

Parkinson Society Canada – Manitoba Region 63–64
Payment or Refund for Health Care Services 50
Personal and Family Counselling 55
Personal Care Home Placement 47–48
Personal Emergency Response Systems 35
Pharmacare 50–51
Phone Fraud 70
Pluri-elles Manitoba 75
Population and Public Health Branch 21
Prime Times News 10
Private Non-Profit Housing 30
Proof of Age 22
Protection for Persons in Care Office 48–49
Province of Manitoba Greetings Branch 7–8
Provincial Archives of Manitoba 8
Provincial Income Security Programs 26
Public Trustee 67–68

R

Recreation and Wellness Promotion Branch 71
Recreation for Special Populations 71
Red Cross Society 59
Regional Health Authorities 41–42
  Brandon Regional Health Authority 41
  Burntwood Regional Health Authority Inc. 41
  Churchill RHA Inc. 41
  Interlake Regional Health Authority Inc. 41
  Marquette Regional Health Authority Inc. 41
  NOR-MAN Regional Health Authority Inc. 41
  North Eastman Health Association Inc. 41
  Parkland Regional Health Authority Inc. 42
  Regional Health Authority-Central Manitoba Inc. 41
  South Eastman Health/ Santé Sud-Est Inc. 42
  South Westman Regional Health Authority Inc. 42
  Winnipeg Regional Health Authority 42
Research 9
Residential Care 47
Residential Rehabilitation Assistance Program (RRAP) 31
Residential Tenancies Branch 31
Resource Centre for Manitobans who are Deaf-Blind 40
Retirement Pensions 24
Review/Appeal Process for Personal Care Home Rates 49

Rose and Max Rady Jewish Community Centre 72
Royal Canadian Naval Benevolent Fund 26
Rupert's Land Caregiver Services 54
Rural and Northern Recreation Directors 72
Rural Transportation 34–35

S

Safety Checks 35
Salvation Army 59
  Hampton Corps & Community Services 59
  The Salvation Army Brandon Corps 59
School Tax Assistance For Tenants/Homeowners 55+ 27
Self-Starting Creative Opportunities for People in Employment (SSCOPE) 33
Senior Centres 12
Senior Centres Outside Winnipeg 13
  Brandon Civic Senior Citizens Inc. 13
  Dauphin Multi-Purpose Senior Centre 13
  Gimli 55+ Centre 13
  Gordon Howard Senior Centre 13
  Herman Prior Senior Services Centre Inc. 13
  Morden Friendship and Seniors Services and Activity Centre 13
  Seniors for Seniors Co-op Inc. 13
  Steinbach 55 Plus 14
  Winkler and District 14
Seniors Abuse Line 56
Seniors Health Resource Team 53
Seniors Information Line 6–7
Seniors Job Bureau Inc. 32
Services For Persons With Communication Disorders 38
Services For Persons With Visual Impairments 37
Shelter Allowance for Elderly Renters (SAFER) 27
Skills Programs for Management Volunteers 20
Social Insurance Number 23
Social Services Advisory Committee 66
Society for Manitobans with Disabilities 36–37, 50
Special Programs For Frail Or Homebound Seniors 35
Stroke Recovery Association of Manitoba 64
Substance Use Management Intervention and Treatment (SUMIT) 58
Support and Funding for Seniors Organizations 20
Survivor's Benefits 24

T

Talking Book Support 38
Tax Credits 27
The Allowance 23
Tourist Information Services 9
Manitoba Legislative Building 9
Travel Manitoba Centre 9
Transportation For Seniors And Handicapped Persons 34
Travel Information 9

V

Veterans Affairs Canada 25
Victim Services 69
Victim/Witness Assistance Program 69

W

Welcome Place 75
Welfare Education Program 28
Wellness Institute at Seven Oaks General Hospital 60, 72
Winnipeg Hearing Centres 38–39
Winnipeg Public Library Special Services 38
Winnipeg Transit 34
Women's Advocacy Program 69
Women's Shelters 56
  Central Region 56
  Eastman Region 56
  Interlake Region 56
  Norman Region 56
  Parklands Region 56
  Thompson Region 56
  Westman Region 56

Y

YMCA – YWCA of Winnipeg 73

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